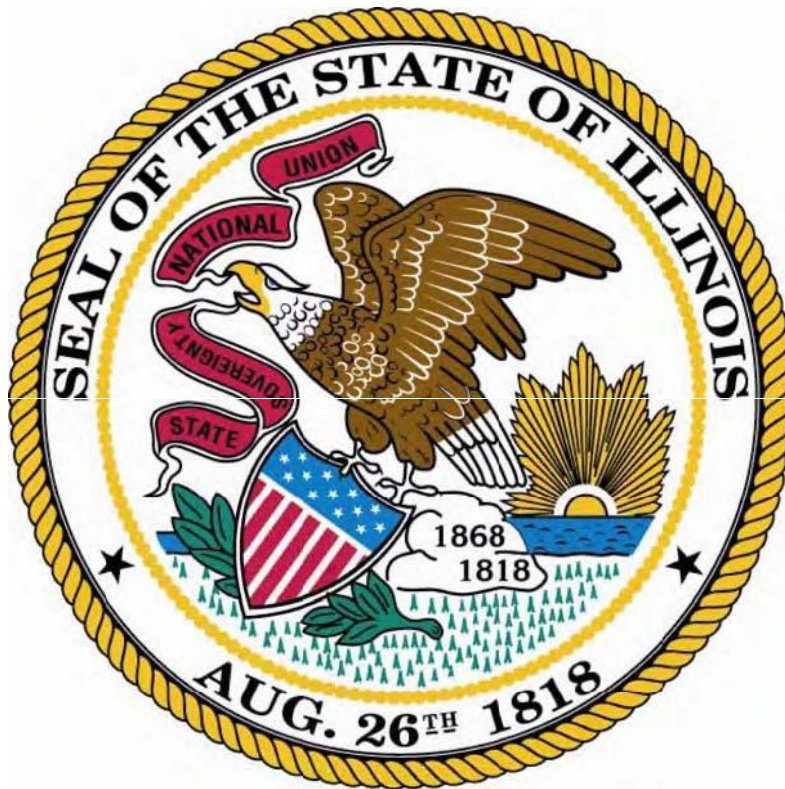


ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly
April 2023



J.B. Pritzker
Governor

Raymond P. Marchiori
Acting Director

March 14, 2023

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

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

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

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

Respectfully Submitted,

Raymond P. Marchiori
Acting Director



J.B. Pritzker
Governor

Raymond P. Marchiori
Acting Director

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



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Chavarria, Miguel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavez, Horacio	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, Edgar	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Michael	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Curran, Adam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Dabrowiecka, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
DeLeon, Antonio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Diaz, Cristal	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Fernandez, Rita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Flores, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Garibay, Liliana	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Goiz, Olga	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gomez, Marcial	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gontarz, Aleksandra	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Gutierrez, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Beatriz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Jeannette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Huerta, Bertha	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Illanas, Paul	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Isais, Olga	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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Janos, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Krakowski, Agnes	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Lopez, Lauren	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Leticia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luciano, German	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luevano, Myra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez Jr, Domingo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Araceli	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Efrain	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Molina, Juanita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montes De Oca, Kevin	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montoya, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Mora, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Munoz, Rafhy	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Ortiz, Rodrigo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Pacheco, David	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Perez, Genesis	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Perez, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Quetell, Hector	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Quezada, Jose	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Ramirez, Claudia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Ramirez, Lilia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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Ramos, Geanna	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rickard, Sonia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rivera-Swint, Evelyn	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rodriguez, Cynthia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Salinas, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanabria, Luis	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanchez, Jemima	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Silva, Guillermo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Soto, Leonor	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Staples, Corina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Talamantes, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Tsao, Sandy	Employment Security Program Representative (ESPR)	0013650	CHINESE SPEAKING
Tubens, Arnaldo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Valentine-Soto, Cristina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Varys, Miriam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Vazquez, Laura	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Vela, Sergio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Villegas, Mayra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Wilkowska, Jolanta	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Zamora, Gustavo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Zamora, Jessica	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Almanza, Ralph	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



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Acosta, Robert	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Amaro, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Cantu, Veronica	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Castellanos, Martha	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Curtis, Pamela	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Gomez, Gloria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Gonzalez, Lilia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hernandez, Cristina	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hernandez, Johanna	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hulbert, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Kolotka, Alicia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Medina, Francisco	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Mena, Mario	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Moran, Gloria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ornelas, Rosaura	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Padilla-Tompkins, Leticia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Pena, Berta	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Perez, Luis	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez, Peter	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez-Vargas (Reyes), Edith	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Regalado, Madel	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Rodriguez, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



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Salcedo, Sandra	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Smith, Marisol	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Valenzuela, Claudia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Velasquez, Desiree	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Walaszek, Dorota	Employment Security Service Representative (ESSR)	0013667	POLISH SPEAKING
Zendejas, Guadalupe	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Borrero, Isadora	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Garcia Jr., Apolonio	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Gonzalez, Fatima	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Hubbell, Cristina	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Revuelta, Edgar	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Romero-Mendoza, Pedro	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Garcia, Gabriela	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
Fabregas, Diana	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Flores-Quinonez, Rosa	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Garcia, Velia	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Ramirez-Montero, Julio	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 (PSA)	0037015	SPANISH SPEAKING

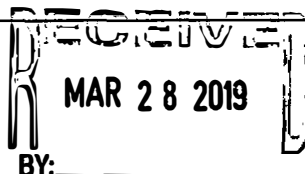


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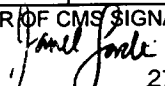

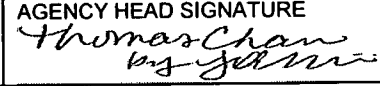
Atiles, Lisette	Unemployment Insurance Revenue Analyst II	0047082	SPANISH SPEAKING
Deleon, Xavier	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Forte, Eric	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Gomez Williams, Alma	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Lesus, Tania	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
Zotta, Antonio	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
PERIOD ENDING 1/31/2022			TOTAL: 139
Total number of Bilingual Frontline Staff: 139			
<i>Chinese: 1</i>	<i>Polish: 8</i>		<i>Spanish: 130</i>

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position			29	SS	13600-44-51-107-20-31 13600-44-51-107-30-31				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. M AUTH	8. AUDIT	9. OFFICE USE
Existing Position									12/16/22 - PNC
New/Revised Position		Service Delivery/ Field Operations			0	016	N	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position		Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC062		N					
1700 W. 18 th Street Chicago, IL									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>Janet Jorde</i> 27						<i>Thomas Chan</i> <i>W. J. J. J.</i>			03/06/2019



Chris Meyer 42619

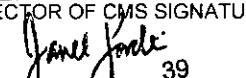

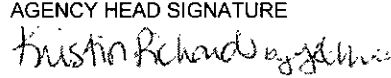
16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. SS1 37015-44-51-107-00-31		
WORKING TITLE (IF ANY)		
Local Office Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-51-107-31-01 13650-44-51-107-20-01	2-5
ESPR, SS	13650-44-51-107-31-31 13650-44-51-107-20-31	2-5
ESPR Intermittent	13651-44-51-107-31-01 13651-44-51-107-20-01	2-5
ESSR	13667-44-51-107-31-01 13667-44-51-107-20-01	2-5
ESSR, CH	13667-44-51-107-31-21 13667-44-51-107-20-21	2-5
ESSR, SS	13667-44-51-107-31-31 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.		
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

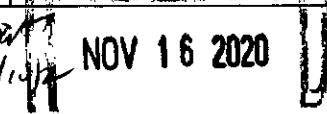
1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position Employment Security Field Office Supervisor			29	SS	13600-44-53-105-30-31				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	099	N	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position Metro South Region/ Joliet Local Office		Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position Joliet, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 27									03/06/2019

Debra Mayes 4-26-19

MAR 28 2019
BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-53-105-00-01		WORKING TITLE (IF ANY) Local Office Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-53-105-31-01	2-5
ES Program Rep Intermittent	13651-44-53-105-31-01	2-5
ES Service Rep	13667-44-53-105-31-01	2-5
ES Service Rep, SS	13667-44-53-105-31-31	2-5
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position									
Employment Security Field Office Supervisor			29	SS	13600-44-54-102-50-31				
3. AGENCY		4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
Existing Position									
New/Revised Position		Service Delivery/ Field Operations		0	101	1	R	N	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE		
Existing Position							11/01/2020		
New/Revised Position		Service Unit IV		<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC062		N					
Rockford, IL									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 39									11/06/2020


 NOV 16 2020
 BY: _____

16. (CONTINUED)																									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)																								
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.																								
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17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)																									
PSA, Opt. 1 37015-44-54-102-00-01																									
WORKING TITLE (IF ANY) Local Office Manager																									
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:																									
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER																									
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.																									
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:																									
<table border="1"> <thead> <tr> <th>Position Title</th> <th>Position Number</th> <th>No. of Incumbents or Funded Vacancies</th> </tr> </thead> <tbody> <tr> <td>ESPR</td> <td>13650-44-54-103-51-01</td> <td>2-5</td> </tr> <tr> <td>ESPR, SS</td> <td>13650-44-54-102-51-31</td> <td>2-5</td> </tr> <tr> <td>ESSR</td> <td>13667-44-54-102-51-01</td> <td>2-5</td> </tr> <tr> <td>ESSR, SS</td> <td>13667-44-54-102-51-31</td> <td>2-5</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Position Title	Position Number	No. of Incumbents or Funded Vacancies	ESPR	13650-44-54-103-51-01	2-5	ESPR, SS	13650-44-54-102-51-31	2-5	ESSR	13667-44-54-102-51-01	2-5	ESSR, SS	13667-44-54-102-51-31	2-5									
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ESPR, SS	13650-44-54-102-51-31	2-5																							
ESSR	13667-44-54-102-51-01	2-5																							
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1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Field Office Supervisor				22	PO	13600-44-54-103-40-41				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										07/01/21 - Update to work location and section name
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	1	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								05/01/2020		
New/Revised Position Northern Region/ Arlington Hts. Local Office			Service Unit III			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC 149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Arlington Heights, IL Wheeling, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>									
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janel Janki</i>			RECEIVED			<i>Thomas Chan</i>			05/13/2020	

CMS-104 (Rev. 10/94) IL 40.1-0794
 D. Stuebel 5/20/20
 Sheila T...
 57012 Per _____
 MAY 20 2020

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Polish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
WORKING TITLE (IF ANY)		
PSA, Opt 1 37015-44-54-103-00-01		
Local Office Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-54-103-41-01	2-5
ESPR, PO	13650-44-54-103-41-41	2-5
ESSR	13667-44-54-103-41-01	2-5
ESSR, SS	13667-44-54-103-41-31	2-5
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.		




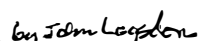

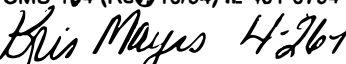
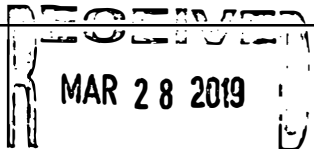
1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Field Office Supervisor			29	SS	13600-44-54-103-50-31				
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	016	1 N	R	07/01/21- Update to work location and section name
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region/ Arlington Hts. <u>Wheeling</u> Local Office		Service Unit IV					02/16/2019		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Arlington Heights, IL <u>Wheeling, IL</u>		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>								
DIRECTOR OF CMS SIGNATURE <i>James Jank</i>			IMMEDIATE SUPERVISOR SIGNATURE <i>DECEIVE</i>			AGENCY HEAD SIGNATURE <i>Thomas Chan</i>			DATE 03/06/2019

Shirley Mayes 5-1-19

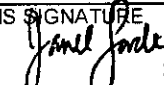
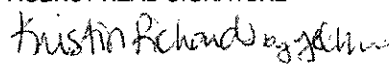
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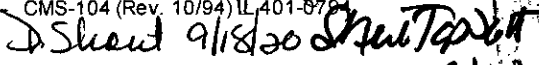
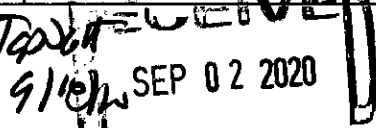
BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-54-103-00-01		
WORKING TITLE (IF ANY)		
Local Office Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-54-103-51-01	1
ESSR	13667-44-54-103-51-01	2
ESSR, SS	13667-44-54-103-51-31	1
19. 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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1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position									
Employment Security Field Office Supervisor			29	SS	13600-44-54-107-50-31				
3. AGENCY			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position									
IL Department of Employment Security			Service Delivery/ Field Operations		0	045	N 1	R	09/01/2020 - update to A/I code and supervisor PN
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position									
Northern Region/ North Aurora Local Office			Service Unit III						
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position									
North Aurora, IL			RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
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30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 <i>James Fode</i>			 <i>Edm Logsdon</i>			 <i>Thomas Chon</i>			03/06/2019
CMS-104 (Rev. 10/94) PL 401-0794  <i>Ellis Mayes 4-26-19</i>									
 RECEIVED MAR 28 2019 BY: _____									

16. (CONTINUED)																			
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)																		
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.																		
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.																		
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05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.																		
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)																			
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PSA, Opt. 1 37015-44-54-107-00-01	WORKING TITLE (IF ANY)																		
PSA, Opt. SS1 37015-44-54-107-00-31	Local Office Manager																		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:																			
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER																			
<p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p>																			
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Position Title	Position Number	No. of Incumbents or Funded Vacancies																	
ESPR	13650-44-54-107-51-01	5																	
ESPR, SS	13650-44-54-107-51-31	1																	
ESSR	13667-44-54-107-51-01	2																	
19. 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.																			
<p>Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</p>																			

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position									
Employment Security Field Office Supervisor			29	SS	13600-44-55-108-60-31				
3. AGENCY			4. BUREAU/ DIVISION		5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE
Existing Position									
New/Revised Position			Service Delivery/ Field Operations		0	072	1	R	N
IL Department of Employment Security									
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position						08/16/2020			
New/Revised Position		Service Unit V							
Northwest Region/ Peoria Local Office						<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC062		N					
Peoria, IL									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
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DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 39									08/26/2020

 BY: _____

16. (CONTINUED)																
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)															
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PSA, Opt. 1 37015-44-55-108-00-01	Local Office Manager															
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ESPR, SS	13650-44-55-108-61-31	2-5														
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1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position Employment Security Field Office Supervisor				29	SS	13600-44-60-101-40-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AA AUTH	8. AUDIT	9. OFFICE USE
Existing Position		Service Delivery/ Call Center Operations							
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	022	N	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position Lombard Call Center – Section A							02/16/2019		
New/Revised Position Call Center Operations/ Lombard Call Center – Section A		Service Unit A-4			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position Lombard, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
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DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James Jones</i>		<i>[Signature]</i>			<i>Thomas Chan</i>			03/06/2019	

Chris Mayes 4/26/19

MAR 26 2019

BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
	WORKING TITLE (IF ANY)	
PSA, Opt. 1 37015-44-60-101-00-01	Call Center Manager	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-60-101-41-01	3-10
ES Program Rep, SS	13650-44-60-101-41-31	2-5
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position Employment Security Field Office Supervisor			22	PO	13600-44-60-102-30-41				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
Existing Position		Service Delivery/ Call Center Operations							
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	022	N	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position Lombard Call Center- Section B							02/16/2019		
New/Revised Position Call Center Operations/ Lombard Call Center- Section B		Service Unit B-3			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position Lombard, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Polish language to assist clients who request or need interpretive services.</p>								
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DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>Janel Jank</i>			<i>[Signature]</i>			<i>Thomas Chan</i> <i>by jank</i>			03/06/2019

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Polish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
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17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. PO1 37015-44-60-102-00-41		WORKING TITLE (IF ANY) Call Center Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-60-102-31-01	10-40
ES Program Rep, PO	13650-44-60-102-31-41	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.		
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1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13600-44-60-102-40-01					
New/Revised Position Employment Security Field Office Supervisor			29	SS	13600-44-60-102-40-31					
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE	
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	022	1	R		
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE		
New/Revised Position Call Center Operations/ Lombard Call Center – Section B		Service Unit B-4						11/01/2020		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
New/Revised Position Lombard, IL		RC062		N						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>									
10%	<p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p>									
DIRECTOR OF CMS SIGNATURE <i>James J. [Signature]</i> 39			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE <i>Kristin Richard [Signature]</i>			DATE 11/06/2020	

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BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.	
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. PO1 37015-44-60-102-00-41		
WORKING TITLE (IF ANY) Call Center Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-60-102-41-01	3-10
ES Program Rep, SS	13650-44-60-102-41-31	2-5
ES Program Rep Int, SS	13651-44-60-102-41-31	2-5
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		




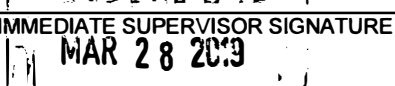
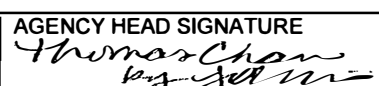
1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-22-300-22-31 13650-44-22-320-21-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Unemployment Insurance Programs			0	084	2	R	N
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Claims			Special Programs					05/01/2020		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Springfield, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. J...</i>			CENTRAL MGMT SERVICES BUREAU OF PERSONNEL			<i>Thomas Chan</i> <i>10-2-2020</i>			05/11/2020	

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TECHNICAL SERVICES

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-22-320-20-01 13600-44-22-300-22-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER 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	No. of Incumbents or Funded Vacancies
	N/A	
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-51-101-10-31 13650-44-51-101-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Chicago Region/ Lawrence Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 2444 West Lawrence Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27			 MAR 28 2019						03/22/2019	

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16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-51-101-20-01

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				22	PO	13650-44-41-101-20-41 13650-44-51-101-31-41				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AJ AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Chicago Region/ Lawrence Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 2444 West Lawrence Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			03/22/2019	
CMS-104 (Rev. 11/94) IL 401-0794			MAR 28 2019			BY: _____				

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)	
13600-44-51-101-20-01	
Employment Security Field Office Supervisor	WORKING TITLE (IF ANY)
13600-44-51-101-30-01	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:	
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER	
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.	
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:	
Position Title	Position Number No. of Incumbents or Funded Vacancies
N/A	
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.	
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.	

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-51-102-01-31 13650-44-51-102-10-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE	
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations		0	016	2	R	N	
10. SECTION Existing Position			11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE		
New/Revised Position Chicago Region/ 71st Street Local Office								05/16/2020		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt		<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Daley College 7500 S. Pulaski; Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants; provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides 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 self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>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); processes client vouchers or eligibility forms for target funded or tax incentive programs. 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.</p>									
DIRECTOR OF CMS SIGNATURE <i>Janell Jordan</i>			IMMEDIATE SUPERVISOR SIGNATURE <i>[Redacted]</i>			AGENCY HEAD SIGNATURE <i>Thomas Chan</i>			DATE 05/17/2020	

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16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects suitable job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected training programs or jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals.	
10%	5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized service to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data.	
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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
PSA, Opt 1 37015-44-51-102-00-01		Local Office Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	29	SS		13650-44-51-102-20-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		Service Delivery/ Field Operations		0	016	2	R	12/16/22 - Update subords. PNC
10. SECTION	11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		01/16/2023		
NEW/REVISED POSITION	Chicago Region/ 71 st Street Local Office			Service Unit II		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION	1515 East 71 st Street Chicago, IL		RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Assists with the planning, recruitment, and execution of hiring fairs • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>
<p>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.)</p>	
<p>Employment Security Field Office Supervisor 13600-44-51-102-20-01</p>	<p>WORKING TITLE (IF ANY) 13600-44-51-102-10-01</p>
<p>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</p>	
<p><input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker</p>	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards by jlm</i>	01/12/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	03	CH		13650-44-51-107-10-21			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		Service Delivery/ Field Operations		0	016	2	R	
10. SECTION	11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		01/16/2023		
NEW/REVISED POSITION	Chicago Region/ Pilsen Local Office			Service Unit I		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION	1700 West 18th Street Chicago, IL		RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Chinese language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> • Assists with the planning, recruitment, and execution of hiring fairs • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Chinese language to assist clients who request or need interpretive services 	
10%	4.	<p>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	5.	<p>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-10-31		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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


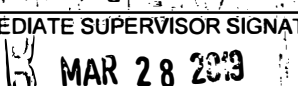
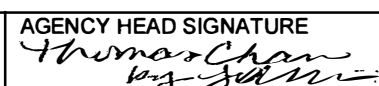
22. ABOUT THE AGENCY/BUREAU/PROGRAM

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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards by jlm</i>	01/12/2023

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-51-107-10-31 13650-44-51-107-21-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	12/16/22 - PNC
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Chicago Region/ Pilsen Local Office			Service Unit I					02/16/2019		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position 1700 West 18th Street Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE <i>Janet Jank</i> 27			IMMEDIATE SUPERVISOR SIGNATURE MAR 28 2019			AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>Wes J. Miller</i>			DATE 03/22/2019	

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-20-31		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position						13650-44-51-107-20-01 13650-44-51-107-31-01				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position			Service Delivery/ Field Operations			0	016	Y	R	
IL Department of Employment Security										
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Chicago Region/ Pilsen Local Office										
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
1700 West 18th Street										
Chicago, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27			 MAR 28 2019			 Thomas Chan			03/22/2019	

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

13600-44-51-107-20-31	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-30-31	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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.



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-53-101-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Metro South Region/ Harvey Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Harvey, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			03/22/2019	

MAR 29 2019

Kris Mayo 42519

BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-101-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13650-44-53-220-42-31				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-53-104-10-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Metro South Region			Employment Services					07/16/2018		
New/Revised Position Metro South Region/ Burbank Local Office						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt					
New/Revised Position Maywood, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.									
25%	1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.									
25%	2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.									
20%	3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>J. McV...</i>			AUG 30 2018			<i>Jeffrey D. Maye</i>			07/31/2018	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.	
10%	5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.	
05%	6. 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-53-104-00-01		
WORKING TITLE (IF ANY)		
Local Office Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS		13650-44-53-104-20-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		01/16/2023				
NEW/REVISED POSITION Metro South Region/ Burbank Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION				<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION Burbank, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> • Assists with the planning, recruitment, and execution of hiring fairs • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services 	
10%	4.	<p>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	5.	<p>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	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 13600-44-53-104-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards by jlm</i>	01/12/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS		13650-44-53-105-30-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	099	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION				01/16/2023				
NEW/REVISED POSITION Metro South Region/ Joliet Local Office	Service Unit III			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Joliet, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities • Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>
<p>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.)</p>	
Employment Security Field Office Supervisor 13600-44-53-105-30-01	WORKING TITLE (IF ANY)
<p>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</p>	
<p><input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker</p>	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards</i>	01/12/2023

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position						13650-44-54-220-41-31				
New/Revised Position				29	SS	13650-44-54-102-10-31				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position			Service Delivery/ Field Operations			0	056	Y	R	
IL Department of Employment Security										
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position			Employment Services					07/16/2018		
Northern Region										
New/Revised Position										
Northern Region/ Rockford Local Office										
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position			RC062		N					
Woodstock, IL										
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.									
25%	1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.									
25%	2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.									
20%	3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									07/31/2018	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.	
10%	5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.	
05%	6. 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-54-102-00-01		
WORKING TITLE (IF ANY)		
Local Office Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-102-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	101	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ Rockford Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Rockford, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>John J. J...</i> 27			<i>[Signature]</i>			<i>Thomas Chan</i> <i>[Signature]</i>			03/22/2019	

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-102-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13650-44-54-102-31-31				
Employment: Security Program: Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position										N
New/Revised Position			Service Delivery/ Field Operations			0	101	2	R	
IL Department of Employment Security										
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								12/01/2019		
New/Revised Position			Service Unit III							
Northern Region/ Rockford Local Office										
14. WORK LOCATION			15. BARGAINING/TERM CODE			Rutan Exempt				
Existing Position										
New/Revised Position			RC062			N				
Rockford IL										
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
		<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%		<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%		<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet J. [Signature]</i>			<i>50 mg [Signature]</i>			<i>Thomas Chan [Signature]</i>			12/13/2019	

RECEIVED

DEC 13 2019

Per _____

CMS-104 (REV. 11/19) 401-C794
D. [Signature] 12/16/19

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3.	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4.	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5.	Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6.	Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-102-30-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position						13650-44-54-220-43-31				
New/Revised Position				29	SS	13650-44-54-103-10-31				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										07/01/21 - Update to section name
New/Revised Position			Service Delivery/ Field Operations			0	049	2	R	
IL Department of Employment Security										
10. SECTION				11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position				Employment Services				07/16/2018		
Northern Region										
New/Revised Position										
Northern Region/ Arlington Heights ^{Wheeling} Local Office										
14. WORK LOCATION				15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position										
New/Revised Position				RC062		N				
Waukegan, IL										
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.									
25%	1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.									
25%	2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.									
20%	3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									07/31/2018	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.	
10%	5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.	
05%	6. 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-54-103-31-01		WORKING TITLE (IF ANY) Local Office Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-103-31-31			
3. AGENCY			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position									07/01/21 - Update to work location and section name
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations		0	016	2	Y	R
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position Northern Region/ Arlington Heights Local Office			Service Unit II		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt				
Existing Position									
New/Revised Position Arlington Heights, IL Wheeling, IL			RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>Janet Locke</i>			MAR 28 2019			<i>Thomas Chan</i>			03/22/2019

Chris Mayes 42519

BY: _____

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Employment Security Field Office Supervisor 13600-44-54-103-30-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				22	PO	13650-44-54-103-41-41				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	2	R	N
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region/ Arlington Hts. Wheeling Local Office			Service Unit III					05/01/2020		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Arlington Heights, IL Wheeling, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.										
25%	1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.									
25%	2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. J...</i>			RECEIVED			<i>Thomas Chan</i>			05/13/2020	

D. Sherrill 5/13/20 *Shate T...* **MAY 19 2020**

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-54-103-40-41		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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 speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13650-44-54-103-61-31				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										07/01/21 - Update to work location and section name
New/Revised Position						0	016	2	Y	R
IL Department of Employment Security			Service Delivery/ Field Operations							
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position										
Northern Region/ Arlington Heights <u>Wheeling</u> Local Office			Service Unit V							
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position										
Arlington Heights, IL <u>Wheeling, IL</u>			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James Poole</i>			<i>[Signature]</i>			<i>Thomas Chan</i>			03/22/2019	

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16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-103-60-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-105-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ Carpentersville Processing Center			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Carpentersville, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			03/22/2019	

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3.	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4.	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5.	Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6.	Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-105-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-105-31-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ Carpentersville Processing Center			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Carpentersville, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			03/22/2019	

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16. (CONTINUED)

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-54-105-30-01

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-107-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		11/01/2022				
NEW/REVISED POSITION Northern Region/ North Aurora Local Office								
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lisle, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities • Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above</p>
<p>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.)</p>	
<p>WORKING TITLE (IF ANY)</p>	
<p>Public Service Administrator 37015-44-54-107-00-01</p>	<p>Unemployment and Employment Local Operations Manager</p>
<p>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</p>	
<p><input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker</p>	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 12/19/2022		<i>Kristin Richards by jelm</i>	10/26/2022



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-107-41-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ North Aurora Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position North Aurora, IL			RC062		N					
%	OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
		<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%		<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%		<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janell Jones</i> 27			<i>[Signature]</i> MAY 01 2019			<i>Thomas Chan</i> <i>[Signature]</i>			03/22/2019	

Chris Hayes 5119

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BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-54-107-40-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-107-51-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region/ North Aurora Local Office			Service Unit III					02/16/2019		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position North Aurora, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE <i>Jamil Jodeh</i> 27			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>Asst. Dir.</i>			DATE 03/22/2019	

Chris Mayes 5-1-19

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MAY 01 2019
BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-54-107-50-31		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13650-44-55-103-21-31				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position			Service Delivery/ Field Operations			0	050	Y	R	
IL Department of Employment Security										
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Northwest Region/ Ottawa Local Office										
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
Ottawa, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janel Jorde</i> 27			MAR 28 2019			<i>Thomas Chan</i> <i>by Janel</i>			03/22/2019	

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-55-103-20-01

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
Existing Position											
New/Revised Position				29	SS	13650-44-55-104-11-31					
Employment Security Program Representative											
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	081	Y	R		
IL Department of Employment Security			Service Delivery/ Field Operations								
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position								02/16/2019			
New/Revised Position											
Northwest Region/ Rock Island Local Office			Service Unit I								
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
Existing Position											
New/Revised Position			RC062		N						
Rock Island, IL											
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%		<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%		<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE		
<i>Janet Jorde</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			03/22/2019		

Bris Meyer 42519

MAR 28 2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3.	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4.	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5.	Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6.	Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-55-104-10-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-106-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	098	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		01/16/2023				
NEW/REVISED POSITION Northwest Region/ Sterling Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Sterling, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities • Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above</p>
<p>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.)</p>	
Employment Security Field Office Supervisor 13600-44-55-106-10-01	WORKING TITLE (IF ANY)
<p>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</p>	
<p><input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker</p>	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards</i>	01/12/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-108-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE			13. EFFECTIVE DATE			
EXISTING POSITION		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			01/16/2023			
NEW/REVISED POSITION Northwest Region/ Peoria Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Peoria, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs • Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment • Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status • Provides orientation and clarifies eligibility factors • Provides information on available job training and/or educational programs • Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment • Assists in the formation of work search action plan and reviews for compliance • Explains client rights and responsibilities as they pertain to benefits programs • Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Utilizes Spanish language to assist clients who request or need interpretive services
25%	<p>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)</p> <ul style="list-style-type: none"> • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> • Assists or registers job seekers and employers using the IL Labor Exchange system • Assesses, researches and selects client skills • Refers clients to training programs or employers and hiring fairs for job interviews • Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers • Trains clients to use and interpret self-assessment vocational exploration tools • Provides clients with information regarding training programs or selected jobs and job interview procedures • Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals • Verifies and records placements • As directed, solicits job opportunities • Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office • Travels to fairs and worksites • Utilizes Spanish language to assist clients who request or need interpretive services
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> • Investigates, researches, and explains case disposition • Provides written determinations • Conducts reconsidered determinations and accepts appeals • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> • Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff • Conducts employment workshops to enhance client employability • Assists clients with registration and claims • Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>
<p>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.)</p>	
	WORKING TITLE (IF ANY)
<p>Employment Security Field Office Supervisor 13600-44-55-108-20-01</p>	
<p>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</p>	
<p><input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker</p>	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as 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
<i>Anthony Pascente by Penny Christian</i> 01/20/2023		<i>Kristin Richards</i>	01/12/2023

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
New/Revised Position Employment Security Program Representative				29	SS	13650-44-55-108-61-31					
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE	
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	072	2	R	N	
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE				
New/Revised Position Northwest Region/ Peoria Local Office		Service Unit V					08/16/2020				
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
New/Revised Position Peoria, IL		RC062			N						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>										
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>										
DIRECTOR OF CMS SIGNATURE <i>Janet Jank</i> 39			IMMEDIATE SUPERVISOR SIGNATURE RECEIVED			AGENCY HEAD SIGNATURE <i>Kristin Richards</i>			DATE 08/26/2020		

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Employment Security Field Office Supervisor 13600-44-55-108-60-31	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13650-44-56-220-41-31				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-56-101-10-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	092	Y	R	
10. SECTION Existing Position Central Region			11. UNIT Employment Services			12. TRANSACTION CODE		13. EFFECTIVE DATE 07/16/2018		
New/Revised Position Northwestern Region/ Champaign Local Office						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input checked="" type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt					
New/Revised Position Danville, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.</p>									
25%	<p>1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.</p>									
25%	<p>2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.</p>									
20%	<p>3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.</p>									
DIRECTOR OF CMS SIGNATURE <i>J. P. [Signature]</i>			IMMEDIATE SUPERVISOR SIGNATURE <i>Aug 6 2018</i>			AGENCY HEAD SIGNATURE <i>Jeffrey D. [Signature]</i>			DATE 07/31/2018	

10/11/18

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.	
10%	5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.	
05%	6. 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-56-101-00-01		WORKING TITLE (IF ANY) Local Office Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-56-101-31-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	010	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northwest Region/ Champaign Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Champaign, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i> 27			<i>Thomas Chan</i> 03/22/2019			<i>Thomas Chan</i> 03/22/2019			03/22/2019	

5119

BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-56-101-30-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-56-103-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	084	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Southern Region/ Springfield Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Springfield, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i> 27			MAR 28 2019			<i>Thomas Chan</i> <i>103 Jorde</i>			03/22/2019	


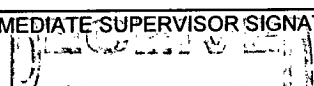
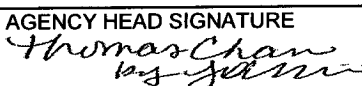
16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3.	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4.	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5.	Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6.	Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-56-103-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-57-102-31-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	041	2	R	N
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Southern Region/ Mount Vernon Local Office			Service Unit II					05/01/2020		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Mount Vernon, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE <i>Janet Jankle</i> 39			IMMEDIATE SUPERVISOR SIGNATURE <i>[Signature]</i> MAY 19 2020			AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>[Signature]</i>			DATE 05/15/2020	

CMS-104 (Rev. 10/94) IL 401.0794
D. Shaw 5/20/20
Shelley Powell
 BY: *[Signature]*

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-57-102-30-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
<p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p>		
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.		
<p>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.</p>		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-101-11-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	022	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Lombard Call Center - Section A			Service Unit A-1			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Lombard, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27			 28			 28			03/22/2019	

Kevin Mayo 4-25-19

BY: _____

MAR 28 2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
% OF TIME		
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-10-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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.		

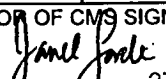
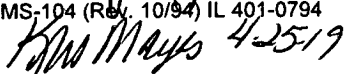
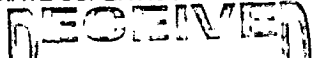
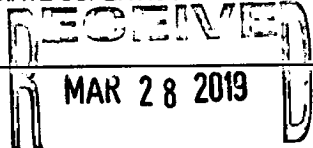

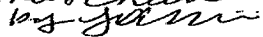


1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				22	PO	13650-44-60-101-11-41				
Employment Security Program Representative										
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position			Service Delivery/ Call Center Operations							
New/Revised Position			Service Delivery/ Field Operations			0	022	Y	R	
IL Department of Employment Security										
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
Lombard Call Center - Section A										
New/Revised Position			Service Unit A-1			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Call Center Operations/Lombard Call Ctr.- Section A										
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
Lombard, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i> 27			<i>[Signature]</i>			<i>Thomas Chan</i> <i>Asst. Dir.</i>			03/22/2019	

MAR 28 2019

CMS-104 (Rev. 10/94) IL 401-0794
Brian Mayne 42519

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-60-101-10-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
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	No. of Incumbents or Funded Vacancies
	N/A	
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-101-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	022	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Lombard Call Center - Section A			Service Unit A-2			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Lombard, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27 			 			 			03/22/2019	


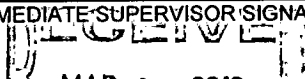
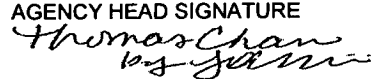
16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
	Position Title	No. of Incumbents or Funded Vacancies
	N/A	
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-101-31-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	022	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Lombard Call Center - Section A			Service Unit A-3			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Lombard, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i>			<i>R</i> MAR 28 2019			<i>Thomas Chan</i> <i>by Jank</i>			03/22/2019	

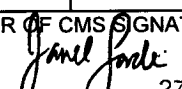
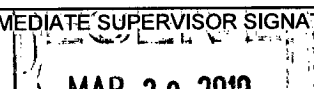
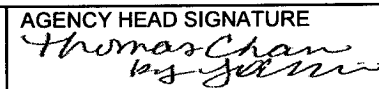
John Major 4-25-19

BY: _____


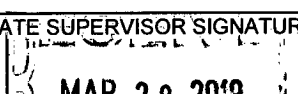
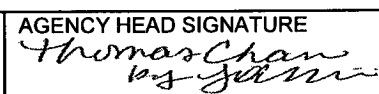
16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
% OF TIME		
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-30-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-101-41-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	022	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Lombard Call Center - Section A			Service Unit A-4			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Lombard, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27			 28			 28			03/22/2019	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-60-101-40-31		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-102-11-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	022	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Lombard Call Center - Section B			Service Unit B-1			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Lombard, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27			 MAR 28 2019			 Thomas Chan			03/22/2019	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-102-10-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position Employment Security Program Representative				29	SS	13650-44-60-121-11-31			
3. AGENCY			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations		0	081	Y	R	
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position Rock Island Call Center			Service Unit 1						
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position Rock Island, IL			RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
 2			 MAR 28 2019			 03/22/2019			

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
20%	3.	Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	4.	Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
10%	5.	Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.
05%	6.	Establishes and maintains 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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-60-121-10-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the 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 Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13667-44-03-110-10-32 <i>13667-44-03-100-00-32</i>			
New/Revised Position Employment Security Service Rep				29	SS				
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE 11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Legal Services/ Board of Review			0	016	Y	R	
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE 10/16/2013		
New/Revised Position Case Management									
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position 33 S. State Street Chicago, IL 60603		RC062		N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>Under general direction, performs complex adjudication functions and activities involved in the resolution of Unemployment Insurance benefit entitlement resolutions under the provisions of the Illinois Unemployment Insurance Act and in compliance with federal and state statutory provisions, rules, regulations and requirements; conducts critical analyses of cases submitted, reviewing for sufficiency and adjudication correctness and timeliness; creates, enters and extracts data from automated information systems; serves as liaison in responding to internal and external inquiries relating to problem resolution of cases pending before the Board. Provides interpretive services for Spanish speaking clients.</p> <p>1. Performs highly complex analytical duties in the review of appeal requests from claimants or employers filed to the Board of Review, at the local office level, or those related to dockets that are filed in the circuit court system; determines request status and establishes case routing, priority and path based on prior adjudication activity and potential case outcome; creates case files; makes appropriate copies based on applicable filings and issues in IBIS system; produces organized record for purposes of filing the agency response in court in conjunction with the Attorney General's Office; establishes case tracking and generates notices to claimants, employers representatives and/or their attorneys using the automated BRDS (Board of Review Docketing System); reviews audio recordings of hearings to determine whether a transcript is required; when necessary, uploads/downloads files using related electronic systems.</p>
20%	<p>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.</p>

RECEIVED

NOV 07 2013

Bv _____

AGENCY HEAD SIGNATURE 10

DATE 10/30/2013

DIRECTOR OF CMS SIGNATURE
Simone McNeil
 CMS-10 (Rev. 10/97) IL 401658
12-313

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Provides interpretive services to Spanish speaking claimants, including the review of appeal requests. Using 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. Analyzes incoming cases to determine sufficiency of material; requests additional or corrected information as needed (i.e., the highly complicated areas of protested determinations and assessments, transfers and cancellations of wage charges); reviews, verifies and organizes data; consults with and advises legal staff as to contents and application of pertinent policies and procedures.	
10%	5. As requested, researches Board of Review precedents, court rulings and opinions; excerpts pertinent information; performs special projects and/or prepares statistical reports; assists in publishing decisions and opinions.	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Public Service Admin, Opt 1 37015-44-03-100-00-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in social/behavioral sciences or business and one year as a full-time professional employee with the Illinois Department of Employment Security; or five years professional experience in personnel administration, or business ownership management or operation. Requires extensive knowledge of client and employer rights and obligations in order to provide for the appropriate determination of ^{disputes} complex Unemployment Insurance claims benefit issues. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Rep	Unemployment Insurance (UI) 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. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Dept of Employment Security	Legal Services/ Appeals	0	016	2	R	11/16/22 PNC		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		08/16/2022				
NEW/REVISED POSITION Administration/Case Management		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as an Unemployment Insurance (UI) Appeals Analyst for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the IDES Appeals Division under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements • Reviews case files for complete and accurate documentation prior to appeals hearings • Analyzes documentation, including but not limited to a review of hearing requests and all associated correspondence from claimants, employers and other interested parties filed and/or sent to Hearings Referees, the Appeals Division or at a Local Office • Uploads documentation into computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax • Reviews all pertinent documentation for completeness and accuracy, including but not limited to, appellant and appellee letters and documents, Local Office determinations, employer protests, adjudication histories and IBIS guided interview summaries in accordance with Agency policies, procedures and guidelines • Requests additional or corrected information from relevant sources and processes all documents and documentation within agency specified timeframe • Identifies issues, monitors to ensure all issues are stated on notices and determines if timely appeal has been filed • Obtains information in unemployment claims from claimants, employers and other sources • Analyzes findings, including any discrepancies and takes relevant action based an agency policies, procedures and guidelines
35%	<p>2. Responds to inquiries regarding appeals status and provides information and assistance in person, by telephone and via email to employers, claimants and their authorized representatives and other interested parties regarding appeals and documents received in the Appeals Division</p> <ul style="list-style-type: none"> • Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved • Collaborates with Appeals staff to create appeals files for in-office viewing by parties • Researches case processing issues • Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information • Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division • Determines relevant course of action and resolves issues • Refers complex issues to supervisor • Utilizes Spanish language to assist clients who request or need interpretive services
20%	<p>3. Conducts critical analyses of appeals cases</p>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Researches both electronic and paper case files for appeals received in the Appeals Division utilizing systems including but not limited to Illinois Benefit Information System (IBIS) and GenTax • Investigates timeliness of protests • Gathers and analyzes information on wages, benefits and other adjudication related matters to determine timeliness and relevance to the case • Explains findings to Appeals Division Hearings Referees and Management • Performs special projects as directed • Compiles data and prepares reports
05%	4. Keeps abreast of new developments related to Unemployment Insurance (UI) appeals <ul style="list-style-type: none"> • Attends meetings, training, seminars and conferences • Travels to perform these duties
05%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-08-400-00-01	

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

Supervisor Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and (1) year as a full-time professional employee with the Illinois Department of Employment Security; OR

Requires five (5) years professional experience in personnel administration, or business ownership management or operation.

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an 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
<i>Anthony Pascente by Penny Christian</i> 12/20/2022		<i>Kristin Richards</i>	08/26/2022

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position Employment Security Service Representative			29	SS	13667-44-51-101-10-31 13667-44-51-101-21-31				
3. AGENCY			4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position									12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations		0	016	Y	R	
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position Chicago Region/ Lawrence Local Office			Service Unit I		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt				
Existing Position									
New/Revised Position 2444 West Lawrence Chicago, IL			RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>Janet Poole</i> 27			MAR 28 2019			<i>Thomas Chan</i> <i>for Janice</i>			03/22/2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.	
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
13600-44-51-101-10-01		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				22	PO	13667-44-51-101-20-41 13667-44-51-101-31-41				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Chicago Region/ Lawrence Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 2444 West Lawrence Chicago, IL			RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Polish language to assist clients who request or need interpretive services.									
40%	1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Polish language to assist clients who request or need interpretive services.									
30%	2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Polish language to assist clients who request or need interpretive services.									
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Polish language to assist clients who request or need interpretive services.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Poole</i> 27			<i>Thomas Chan</i> <i>by [Signature]</i>						03/22/2019	

MAR 28 2019

Brian Mayo 42919

BY: _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

13600-44-51-101-20-01	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-30-01	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-51-102-20-31 13667-44-51-102-31-34				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Chicago Region/ 71st Street Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 1515 East 71st Street Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i> 27						<i>Thomas Chan</i> big John			03/22/2019	

Eris Mayes 4-29-19

MAR 28 2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.	
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
13600-44-51-102-20-01		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-102-30-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-51-107-10-31 13667-44-51-107-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Chicago Region/ Pilsen Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 1700 West 18th Street Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
40%	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James Jank</i> 27			MAR 28 2019			<i>Thomas Chan</i> <i>W. Jank</i>			03/22/2019	

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

13600-44-51-107-10-31	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-20-31	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS	13667-44-51-107-20-31 13667-44-51-107-31-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position									12/16/22 - PNC
New/Revised Position		IL Department of Employment Security			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position		Chicago Region/ Pilsen Local Office			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		1700 West 18th Street Chicago, IL		RC062	N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE			
<i>Janel Jank</i> 27				<i>Thomas Chan</i> <i>Wes J...</i>		03/22/2019			

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

13600-44-51-107-20-31	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-30-31	

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

SUPERVISOR OR LEAD WORKER

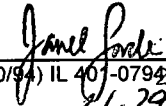
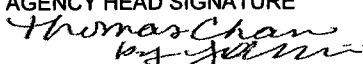
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-53-101-41-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Metro South Region/ Harvey Local Office			Service Unit III			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Harvey, IL			RC062		N					
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
		<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
40%		<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%		<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
10%		<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 James L. Jones						 Thomas Chan			03/22/2019	

Kris Mays 4-29-19

MAR 28 2019

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-53-101-40-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-53-104-31-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Metro South Region/ Burbank Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Burbank, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janel Jorde</i>			<i>[Signature]</i>			<i>Thomas Chan</i>			03/22/2019	

Ku Mayu 429-19

MAR 28 2019

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-53-104-30-01	WORKING TITLE (IF ANY)
---	------------------------

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-53-104-41-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Metro South Region/ Burbank Local Office			Service Unit III			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Burbank, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janel Jorde</i>			<i>[Signature]</i>			<i>Thomas Chan</i>			03/22/2019	

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.	
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-53-104-40-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-53-105-31-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	099	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Metro South Region/ Joliet Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Joliet, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
40%	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>						<i>Thomas Chan</i>			03/22/2019	

CMS-104 (Rev. 10/98) IL 401-079427
Kris Mayes 4-29-19

MAR 28 2019

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-53-105-30-31	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

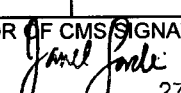
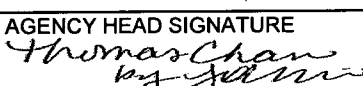
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-54-102-41-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	101	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ Rockford Local Office			Service Unit II			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Rockford, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 27						 Thomas Chan			03/22/2019	

Chris Mays 4/27/19

MAR 28 2019

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-54-102-40-01	WORKING TITLE (IF ANY)

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-54-105-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ Carpentersville Processing Center			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Carpentersville, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jorde</i>			MAR 28 2019			<i>Thomas Chan</i>			03/22/2019	

Chris Meyer 4/29/19

BY: _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-54-105-20-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Service Representative				29	SS	13667-44-54-107-21-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IL Department of Employment Security			Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Northern Region/ North Aurora Local Office			Service Unit I			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position North Aurora, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. [Signature]</i>			<i>[Signature]</i>			<i>Thomas Chan [Signature]</i>			03/22/2019	

For Mays 4-29-19

MAR 28 2019

BY: _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-54-107-20-01

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position Employment Security Service Representative				29	SS	13667-44-54-107-41-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	045	Y	R	
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region/ North Aurora Local Office		Service Unit II					02/16/2019		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position North Aurora, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
DIRECTOR OF CMS SIGNATURE <i>Janet Jank</i> 27		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>vs Jan</i>		DATE 03/22/2019		

Handwritten signature
5-1-19

RECEIVED
MAY 01 2019

BY: _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-54-107-40-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

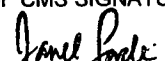
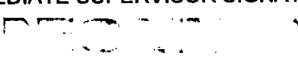
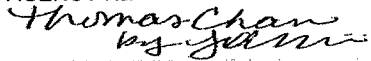
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13667-44-55-108-21-31				
Employment Security Service Representative										
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	072	Y	R	
IL Department of Employment Security			Service Delivery/ Field Operations							
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position										
Northwest Region/ Peoria Local Office			Service Unit I							
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position										
Peoria, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
40%	<p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
30%	<p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
10%	<p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 <i>Janet Forder</i>			 <i>Thomas Chan</i>			 <i>Thomas Chan</i>			03/22/2019	

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs.
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-55-108-20-01

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



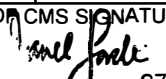
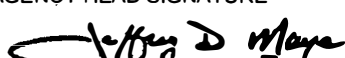
1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-31 13671-44-40-220-20-31					
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE	
New/Revised Position IL Department of Employment Security			Business Services			0	072	Y	R	11/16/22 - PNC	
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
New/Revised Position Intra-Agency Coordination			Migrant and Seasonal Farm Worker (MSFW) Program					02/16/2019			
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
New/Revised Position Peoria, IL			RC062		N						
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS											
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
	Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.										
25%	1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.										
20%	2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.										
15%	3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services										
15%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.										
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE		
<i>James J. Smith</i> 27						<i>Jeffrey D. Maye</i>			02/22/2019		

Jeffrey D. Maye 3-26-19

MAR 26 2019

BY: _____

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
<p style="color: blue; margin: 0;">37015-44-40-200-20-31</p> <p style="margin: 0;">PSA 37015-44-40-220-00-31</p>	<p style="text-align: center; margin: 0;">WORKING TITLE (IF ANY)</p>	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
<p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p>		
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.		
<p>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.</p>		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-32 13671-44-40-220-30-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position									11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Business Services			0	010	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/16/2019		
New/Revised Position Intra-Agency Coordination		Migrant and Seasonal Farm Worker (MSFW) Program			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position Champaign, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
15%	<p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p>								
15%	<p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
									02/22/2019

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-40-200-20-31	WORKING TITLE (IF ANY)
PSA 37015-44-40-220-00-31	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-33 13671-44-40-220-40-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE
Existing Position							041			
New/Revised Position IL Department of Employment Security			Business Services			0	082	Y	R	05/16/2019 - update to county 11/16/22 - PNC
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position Intra-Agency Coordination			Migrant and Seasonal Farm Worker (MSFW) Program			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position Mount Vernon, IL - Belleville, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
20%	<p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
15%	<p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p>									
15%	<p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i> 27			<i>[Signature]</i>			<i>[Signature]</i>			02/22/2019	

[Handwritten signature] 3-26-19

MAR 26 2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
37015-44-40-200-20-31 PSA 37015-44-40-220-00-31		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.		



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-36 13671-44-40-220-70-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AD AUTH	8. AUDIT	9. OFFICE USE
Existing Position									11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Business Services			0	045	2	R	N
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/01/2020		
New/Revised Position Intra-Agency Coordination		Migrant and Seasonal Farm Workers (MSFW) Program			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position North Aurora, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Workers (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Workers (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
15%	<p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p>								
15%	<p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
<i>Janet Jank</i>					<i>Thomas Chan</i>		02/05/2020		

RECEIVED

FEB 05 2020

D. Short 3/6/20
3/12/21

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Workers (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
<p style="color: blue; margin: 0;">37015-44-40-220-20-31</p> <p>PSA 37015-44-40-220-00-34</p>		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
<p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p>		
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.		
<p>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.</p>		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position		Employment Security Specialist 1		29	SS	13671-44-40-300-11-32 13671-44-40-301-12-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										11/16/22 - PNC
New/Revised Position			Business Services			0	084	Y	R	N
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								09/01/2018		
New/Revised Position			IJL Customer Support - Springfield			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
Springfield, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, provides customer service and guidance to clients related to the Internet based labor exchange system, Illinois Job Link (IJL); reviews and analyzes job seeker and employer accounts to determine eligibility for applicable Employment Service programs; provides advice and assistance on functions and services provided by IJL; reviews existing records for accuracy. Responsible for providing prompt and accurate responses, as well as quality customer service, in accordance with established agency goals. Provides interpretative services for Spanish speaking clients.</p>									
35%	<p>1. Using the Spanish language, provides customer service and guidance to clients in responding to inquiries concerning Illinois Job Link (IJL); explains rules, regulations, policies and procedures related to Unemployment Insurance (UI) and Employment laws as it relates to IJL client accounts. Reviews and researches client accounts and information provided to resolve discrepancies and to ensure labor exchange enrollments and all other client details are recorded accurately. Advises clients on best practices for effective utilization of IJL system for job searches, job listings and all IJL functions. Provides information regarding IDES programs and services applicable to IJL clients; refers clients with complex issues and service needs to manager and/or assigned designee.</p>									
30%	<p>2. Using a personal computer and related software programs, provides technical assistance to job seekers and employers. Determines job seeker eligibility for applicable Employment Service programs (including, but not limited to, Migrant Seasonal Farm Worker, Veteran, Reemployment Service and Reemployment & Eligibility Assessment); provides resume assistance. Lists job orders for employers or advises employers on creating their own job postings; provides assistance on searching resumes, account settings, and other related IJL functions.</p>									
20%	<p>3. Through established employment service processes and business practices, reviews IJL client account records. Reviews job seeker accounts; cross-checks with UI claimant records transferred from IBIS system; validates Job Service enrollments. Assess Reemployment Service Program (RES) and Reemployment & Eligibility Assessment Program (REA) profiling to ensure enrollment process is correct. Resolves incomplete job listings and clarifies account information to ensure accordance with IDES procedures.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>J. M. [Signature]</i>						<i>Jeffrey D. Mayo</i>			09/07/2018	

Kevin Mayo 9-24-18

SEP 10 2018

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
05%	4. Establishes and maintains activity reports to communicate recorded client issues; details instances where employer accounts were updated and provides the information to the appropriate statewide local office.
05%	5. Reviews Illinois UI and Employment laws, rules and regulations for changes related to the IJL program. Assists the manager and/or assigned designee in preparing proposals to incorporate those changes into revised IDES rules and procedures.
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-40-300-10-01	WORKING TITLE (IF ANY)
PSA, Opt 1 37015-44-40-301-00-01	

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

SUPERVISOR OR LEAD WORKER

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

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

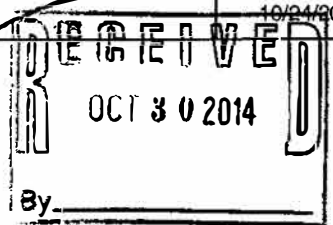
Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a		

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

Requires knowledge, skill and mental development equivalent to 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 US Department of Labor; Illinois Employment and Unemployment Insurance laws, rules and regulations as it relates to Illinois JobLink. Requires working knowledge of automated system capabilities within IDES. Requires the ability to effectively communicate orally and in writing; ability to organize and analyze pertinent data. Requires ability to use a personal computer with related software programs. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13672-44-13-570-10-32-			
New/Revised Position Employment Security Specialist 2				29	SS	13672-44-22-500-40-31 13672-44-22-540-10-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION Administration			5. EXMT CODE	6. WORK COUNTY	7. AA AUTH	8. AUDIT	9. OFFICE USE 11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	016	Y	R	
10. SECTION Existing Position QACR/Benefit Payment Control		11. UNIT New Hire Unit			12. TRANSACTION CODE		13. EFFECTIVE DATE 10/01/2014		
New/Revised Position Benefit Payment Control					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position Chicago, IL		15. BARGAINING/TERM CODE RC062		Rutan Exempt	N				
New/Revised Position									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction of the New Hire program manager, performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Interprets rules and regulations; provides technical assistance to employers; using a personal computer, reviews and analyzes employer reports; establish and maintain new hire reporting system. Makes recommendations to New Hire manager for program improvements. Provides interpretative services for Spanish speaking clients.</p>								
35%	1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Reviews and analyzes employer new hire report submissions to monitor Unemployment Insurance benefits paid to claimants with unreported employment earnings.								
25%	2. Using the Spanish language when necessary, provides technical assistance and guidance to employers regarding New Hire reporting instructions. Explains program rules, regulations, policies and procedures. Responds to inquiries; as requested, drafts responses and submits to manager for review. Reviews and provides interpretation of state and federal guidelines related to the program. Works with employers and New Hire program manager regarding the implementation of program procedures.								
20%	3. Establishes and maintains new hire reporting system utilizing word processing, spreadsheet and database management software. Maintains and monitors files, develops system to organize statewide New Hire reports.								
15%	4. Performs evaluation studies on existing New Hire processes; reviews, analyzes and evaluates new hire reporting procedures, ensuring adherence to state and federal guidelines. Participates in preparing reports from findings, makes recommendations of program improvements to New Hire manager to contribute to effectiveness of process.								
DIRECTOR OF CMS SIGNATURE <i>Senora McKee</i>		IMMEDIATE SUPERVISOR SIGNATURE <i>Debra J. Saut</i>			AGENCY HEAD SIGNATURE <i>[Signature]</i>			DATE 10/24/2014	



16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
05%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-22-500-40-01	WORKING TITLE (IF ANY)
PSA, Opt 1 37015-44-22-540-00-01	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position						13673-44-41-200-10-31			
New/Revised Position				29	SS	13673-44-40-200-20-31 13673-44-40-220-10-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position		Business Services/ Employer Outreach							09/01/16- Update to supervisor position 11/16/22 PNC
New/Revised Position		Business Services			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							12/16/2014		
New/Revised Position		Migrant and Seasonal Farm Worker (MSFW) Program							
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position									
New/Revised Position		RC062		N					
Chicago, IL									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, independently performs professional functions in the Migrant Seasonal Farm Worker (MSFW) Program and other relevant Wagner-Peyser or Business Services programs; plans, evaluates and independently participates in program operations, designs and format; coordinates MSFW program with members of the Mayor's office of Employment and Training, Chicago Board of Education, SAFER Foundation, other employment training agencies, Cook County Development Board, Chicago Alliance of Business and IDES regional and local offices; provides technical assistance to IDES staff, Federal, State, City and County officials, employers, attorneys, accountants, consultants and other interested parties having questions or problems regarding MSFW and other Wagner-Peyser or Business Services programs and services. Provides interpretative services for Spanish speaking clients.</p>								
30%	<p>1. Independently performs advanced professional functions through evaluation and assessment of IDES statewide Migrant Seasonal Farm Worker program in accordance with established agency procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program.</p>								
15%	<p>2. Discusses employer operations with management in order to identify potential positions suitable for participants in MSFW and other Wagner-Peyser or Business Services programs. Processes job order specifications using the internet based Illinois Labor Exchange system; matches job seekers with available jobs; screens applicants and coordinates employer interviews; provides applicants with instruction manuals on available training and educational programs. Matches job skill requirements with specific occupational opportunities.</p>								
15%	<p>3. Using the Spanish language, provides specialized consultative assistance and guidance to support staff in servicing their employers or representatives; recommends methods on determining job applicant needs and provides counseling to resolve problems. Serves as final reviewer of job orders, job applications, certification requests for tax credits and petitions. Issue tax credit determinations/ denials or requests for additional information, petition findings shall be forwarded to the certification officer for decision. Establishes and maintains automated tracking systems.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
<i>Semore McKel</i>		<i>Debra D. Stout</i>			<i>[Signature]</i>		12/09/2014		

Debra D. Stout 12/30/14

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16. (CONTINUED)

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

15%	4. Advise employers of job duties and other requirements for the various occupations. Provides guidance to employers regarding the planning and implementation of work force recruitment procedures; develops contacts with businesses to promote the benefits of listing jobs with the Department of Employment Security. Analyzes and interprets complex federal immigration and naturalization (JSCIS) laws, regulations and policies required to implement USDOL programs.
10%	5. Provide technical assistance to regional and local office staff in developing procedures for statewide use in handling and reviewing of job orders, job applications and certification requests for tax credits. Serve as technical resource person to management in the preparation of responses to external audit or program review findings. Follow up to verify that corrective action has taken place.
10%	6. Travel to various locations to implement and explain IDES programs to participants; register enrollees and assist them in preparing applications. Assist in conducting necessary orientation sessions for executives and legal representatives.
05%	7. Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-40-200-20-31	WORKING TITLE (IF ANY)
Executive 2-13852-44-40-220-00-31 PSA, Opt S1 37015-44-40-220-00-31	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13673-44-51-102-10-31 13673-44-51-107-07-31 13673-44-51-107-10-31				
New/Revised Position ES Specialist 3			29	SS					
3. AGENCY Existing Position		4. BUREAU/ DIVISION Service Delivery/ Employment Services Program			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE 12/16/22- PNC
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	016	Y	R	
10. SECTION Existing Position Chicago Region / 71 st Street Local Office		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE 11/16/2018		
New/Revised Position Chicago Region / Pilsen Local Office					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt					
New/Revised Position Chicago, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
25%	<p>Under general direction, independently performs advanced professional functions for the Wagner-Peyser Program for the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements programs to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, Reemployment Services and Eligibility Assessment Program (RESEA) and Older Workers; collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, to ensure IDES is delivering employment services in compliance with federal and state regulations, agency procedures and municipal regulations. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs; identifies positions suitable for all job seeker populations; conducts quality control checks and matches employment opportunities with qualified job seekers. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services. Registers job seekers in the IL Labor Exchange System (IJL). Conducts training needs assessments to implement training modules, webinars, in-person seminars and workshops related to delivery of employment services; develops training content. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Independently performs advanced professional functions for the Wagner-Peyser Program of the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements Wagner-Peyser programs based on state and federal laws, agency procedures and municipal regulations to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, RESEA and Older Workers. Collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, obtained from the Illinois Labor Exchange system (IJL) and other sources to ensure IDES is delivering employment services in compliance with state and federal regulations, agency procedures and municipal regulations. Using Excel and other relevant software, prepares statistical reports, charts and graphs used to evaluate and track resources and services provided.</p>								
20%	<p>2. Conducts a variety of training workshops for employers, job seekers and agency staff engaged in delivering employment services. Confers with management to conduct training needs assessments to develop and implement training modules, webinars, in-person seminars and workshops related to the delivery of employment services. Organizes and develops training content using PowerPoint, Microsoft Word and other software; determines best instructional methods. Develops and/or identifies related instructional materials; prepares and/or adapts lesson plans and job aids; selects or prepares audio-visual aids and equipment. Measures overall effectiveness of training programs; identifies needs and recommends corrective action and conducts follow-up studies to review and evaluate training results. Travels to perform these duties.</p>								
DIRECTOR OF CMS SIGNATURE <i>James J. Jank</i> 27		IMMEDIATE SUPERVISOR SIGNATURE <i>Jeffrey D. Maye</i>			AGENCY HEAD SIGNATURE <i>Jeffrey D. Maye</i>			DATE 02/28/2019	

Jeffrey D. Maye 3-13-19

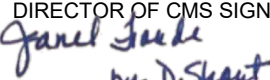

BY: _____

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16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs to educate employers and job seekers on the benefits of collaborating with the Illinois Department of Employment Security (IDES) for services. Provides advice and guidance on methods to secure employment for job seekers, including but not limited to youth, older workers and returning citizens; collaborates in planning and implementing workforce recruitment procedures.	
15%	4. Reviews employment opportunities to identify positions suitable for all job seeker populations, including but not limited to youth, older workers and returning citizens. Enters job order specifications using the internet-based Illinois Labor Exchange system (IJL); conducts quality control checks and matches job seekers with available suitable employment opportunities; screens applicants and coordinates employer interviews; identifies opportunities for participants of ES programs. Resolves day-to-day issues associated with entering job orders into IJL; monitors job orders to ensure job seekers are provided consistent and comprehensive information. Utilizes Spanish language to assist clients who request or need interpretive services.	
15%	5. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services; explains Wagner-Peyser programs to agency staff, partner agencies, administrators, employers and job seekers, including but not limited to youth, older workers, and returning citizens. Registers job seekers in IJL; provides applicants with materials on available training and educational programs and makes referrals based on agency guidelines to assist in building workforce development skills. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	6. Keeps abreast of changes to federal and state laws, rules and regulations related to Wagner-Peyser programs. Travels to attend related meetings, training sessions, seminars and conferences to keep job skills up-to-date.	
05%	7. Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. SS1 37015-44-51-107-00-31		WORKING TITLE (IF ANY) Local Office Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
	Position Title	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to four years of college with major courses in the Social Sciences and two years of professional experience in program research evaluation or design; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; prefers experience in training and/or outreach. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and Wagner-Peyser activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/Wagner-Peyser Program(s) activities. Requires the ability to communicate effectively both orally and in written form to agency staff, representatives from other governmental agencies, civic organizations and the general public; use a personal computer with related software programs. Requires the ability to travel and possession of a valid driver's license. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Special Skills: Requires one year of professional experience working directly with youth, returning citizens and older workers. Requires one year of professional experience in public speaking and/or conducting classroom training. Requires extensive knowledge of the Illinois Labor Exchange System, Microsoft Word and PowerPoint.		



POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13673-44-51-220-00-31 13673-44-51-220-10-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position			Service Delivery/ Field Operations			0	016	2	R	N
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								11/01/2021		
New/Revised Position			Employment Services			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
Chicago, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.</p>									
25%	<p>1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.</p>									
20%	<p>2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.</p>									
15%	<p>3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 11/10/21									11/04/2021	

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry.
10%	5. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of corrective action for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, prepares reports and recommendations on findings to Regional ES Program Manager.
05%	6. Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.
05%	7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date.
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA, Opt. 1 37015-44-51-220-00-01	WORKING TITLE (IF ANY)
	Employment Services (ES) Program Manager

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

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

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE —	POSITION TITLE OPTION CODE —	2. POSITION NUMBER 13673-44-54-220-10-01----- 13673-44-54-220-10-34 13673-44-54-220-00-31			
New/Revised Position Employment Security Specialist 3				29	SS				
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	045	Y	R	2/16/19 - Update to work loc. 12/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region		Employment Services					10/01/2016		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Aurora, IL--- North Aurora, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.</p>								
25%	<p>1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.</p>								
20%	<p>2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.</p>								
15%	<p>3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.</p>								
DIRECTOR OF CMS SIGNATURE <i>[Signature]</i> 39		IMMEDIATE SUPERVISOR SIGNATURE <i>[Signature]</i> JAN 05 2017			AGENCY HEAD SIGNATURE <i>[Signature]</i>			DATE 12/22/2016	

RECEIVED

CMS 104 (Rev. 10/94) IL 401-0794
[Handwritten Signature] 1/6/17

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry.
10%	5. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of corrective action for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, prepares reports and recommendations on findings to Regional ES Program Manager.
05%	6. Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.
05%	7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date.
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA, Opt 1 37015-44-54-220-00-01	WORKING TITLE (IF ANY)
	Northern Region ES Program Manager

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Executive 1	State Monitor Advocate	29	SS	13851-44-40-200-05-31 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 IL Department of Employment Security		Business Services		0	084	1	R	11/16/22 - PNC
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH		06/16/2022		
NEW/REVISED POSITION Intra-Agency Coordination		State Monitor Advocate Program		<input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
EXISTING POSITION								
NEW/REVISED POSITION Springfield, IL		RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	<p>1. Under direction, as a function administrator, serves as State Monitor Advocate (SMA) for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> • Organizes, plans, executes, controls and evaluates the IDES State Monitor Advocate Program • Implements policies and procedures for management of agency compliance with the federal requirements for services for migrant and seasonal farmworkers, including but not limited to all regulations outlined in Title 20 of United States Code (U.S.C.) section 653.108 • Reviews and evaluates the agency’s Agricultural Outreach Plan and makes recommendations to agency management for approval or revision prior to submission • Reviews and evaluates all proposed employment services directives, manuals, and agency procedures relating to migrant and seasonal farmworkers to ensure that they comply with federal regulations. • Identifies issues related to agency compliance with federal requirements for delivery of services to migrant and seasonal farmworkers and confers with agency management on the integration of program activities to resolve problems and make improvements • Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding • Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers • Travels to perform these duties
20%	<p>2. Monitors, reviews and evaluates statewide delivery of employment services to migrant and seasonal farmworkers (MSFW)</p> <ul style="list-style-type: none"> • Monitors employment service delivery by agency staff, including but not limited to on-site reviews of services at local offices and employer sites, utilizing procedures and review formats specified in federal regulations • Conduct reviews of agency outreach in geographical areas with a high concentration of migrant and seasonal farmworkers, including but not limited to reviews of outreach staff activity reports • In accordance with federal regulations and established agency timeliness guidelines, conducts field visits to working, living, and gathering places of migrant and seasonal farmworkers to discuss employment services with clients and other interested external parties, including but not limited to migrant and seasonal farmworkers, crew leaders and employers, and records the outcome of these visits • Evaluates results from monitoring, reviews and field visits for compliance with federal guidelines and legislation, compiles findings, and makes recommendations to agency management for corrective action and/or service delivery improvement • Evaluates equity of access and parity of services provided, including but not limited to interpretive services provided during agency outreach • Conducts follow-up visits to ensure recommended corrective actions have been implemented • Utilizes Spanish language to assist clients who request or need interpretive services

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Travels to perform these duties
20%	<p>3. Conducts studies, collects data and creates a variety of complex reports for internal and external parties</p> <ul style="list-style-type: none"> • Conducts reviews and performs analysis of all statistical and other data on migrant and seasonal farmworkers reported by local offices to determine compliance with federal employment services regulations and identify areas of non-compliance in accordance with federal, state and/or agency timeliness guidelines • Utilizing a PC and agency supplied software including but not limited to Microsoft Excel, creates a variety of reports to meet federal, state, and agency reporting requirements, including but not limited to complex, detailed annual summary reports based on statistical data, monitoring reviews, and other activities as required in federal regulations • Responds timely to information requests from internal and external parties, including but not limited to agency leadership, the U.S. Department of Labor (DOL) Regional Monitor Advocate, and the DOL National Monitor Advocate
10%	<p>4. Serves as a liaison to agency staff in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers</p> <ul style="list-style-type: none"> • Provides guidance and technical assistance to agency managers responsible for planning and delivering employment services to migrant and seasonal farm workers • Informs agency management about changes to federal regulations regarding migrant and seasonal farmworkers that impact agency policies, programs and/or systems and provides advice on incorporating changes • Travels to perform these duties
10%	<p>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</p> <ul style="list-style-type: none"> • Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding • Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers • Travels to perform these duties
10%	<p>6. Monitors performance of the statewide worker/employer Employment Service and Employment-Related Law Complaint System</p> <ul style="list-style-type: none"> • Monitors and reviews complaints submitted to the system relating to migrant and seasonal farmworkers and agency staff performance in resolving complaints • Reviews and evaluates agency procedures for resolving complaints related to migrant and seasonal farmworkers

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Collaborates with agency management in identifying and resolving issues and proposing system improvements • Monitors to ensure that complaint system logs are transmitted to relevant federal agencies and/or other authorities in accordance with state and federal law • Monitors follow-up on violations forwarded to federal agencies
05%	<p>7. Keeps abreast of current federal regulations related to employment of migrant and seasonal farmworkers</p> <ul style="list-style-type: none"> • Conducts research on proposed changes to regulations and evaluates impact on agency programs • Attends and participates in training from the U.S. Department of Labor's Regional Monitor Advocate and National Monitor Advocate, as directed • Travels to perform these duties
05%	<p>8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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

	WORKING TITLE (IF ANY)
SPSA, Opt. 1 40070-44-40-200-00-01	

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

Supervisor Lead Worker

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

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

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

- Minimum Qualifications
1. Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business or public administration
 2. Requires one (1) year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program, preferably including one (1) year of professional experience providing employment services to migrant and seasonal farmworkers
 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

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

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

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

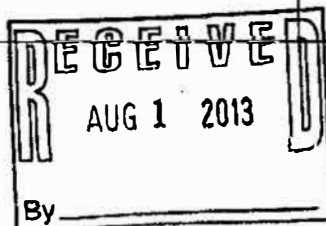
22. ABOUT THE AGENCY/BUREAU/PROGRAM

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
	8/23/2022		6/28/2022

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Hearings Referee				29	SS	18300-44-03-200-00-31 18300-44-03-210-10-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position										10/01/18 update to Rutan Exempt
New/Revised Position IL Department of Employment Security			Legal Services/ Board of Review			5	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								04/06/2013		
New/Revised Position Board Decisions										
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position					-Y-					
New/Revised Position 33 S. State Street Chicago, IL 60603			RC-10		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	Under direction and subject to the acceptance by the Members of the Board, reviews the records of appeals from first-level Hearings Referees in cases involving claims for unemployment insurance benefits under the law and various Federal Employment Security statutes, and prepares legal opinions which, upon acceptance by the members of the Board, become the decisions of the Board on the appeal. Uses the Spanish language to translate documents and provide interpretive services to clients.									
25%	1. Prepares for review by resolving jurisdictional questions of the timeliness of appeals to the Appeals Sub-Division Referee and the Board of Review, as well as to the timeliness and sufficiency under law of the employer's protest to a claim for benefits; determines the legal sufficiency of reasons given by the parties for late appeals to either or both the Appeals Sub-Division Referee and the Board of Review as well as of requests by the parties for additional evidentiary hearings.									
20%	2. Examines the document content of each file and determines the legal adequacy of the record to support a decision of the Board of Review with respect to each issue, and in cases of legal insufficiency to determine whether to remand the matter to the Claims Adjudicator or Appeals Sub-Division Referee for further investigation or evidentiary hearing upon specific orders and instructions.									
15%	3. Using the Spanish language when necessary, reviews the transcript of the testimony submitted before the Appeals Hearings Referee, along with all other file documents, including agency records, communications by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, or questions involved; analyzes and evaluates testimony and other evidence, and determines the credibility of witnesses.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									10 7/23/2013	

Signature
8.17.13



16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	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 and court precedents in preparation for preparing decisions and for monthly training and review meetings for Referees assigned to the Board of Review.
10%	5. 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 duties as required or assigned which are reasonable within the scope of the duties enumerated above.

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

SPSA, Opt 8L 40070-44-03-000-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a		

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

Requires knowledge, skill and mental development equivalent to graduation from a recognized law school; possession of a license to practice law; two years professional experience in legal work; thorough knowledge of judicial and quasi-judicial rules and of procedures of administrative hearing agencies; thorough knowledge of the laws, rules and regulations applicable to the Department. Requires the ability to maintain satisfactory working relationships with hearings disputants, attorneys, employers, representatives of labor organizations and other members of the general public. Requires considerable skill and ability to analyze and appraise facts, evidence, legal and administrative documents, records and audits in order to obtain a clear mental picture of the issues involved. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Office Administrator 4				29	SS1	29994-44-08-400-23-31 29994-44-08-420-30-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position										11/16/22 PNC
New/Revised Position IL Dept of Employment Security			Legal Services/ Appeals			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position Case Management								06/01/2019		
New/Revised Position Administration/ Case Management			Benefit Appeals							
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position Chicago, IL			RC028		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	<p>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.</p>									
35%	<p>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.</p>									
10%	<p>2. Plans, directs, organizes, reviews, evaluates and modifies Case Management clerical activities; implements clerical processes for the receipt, review, data entry and docketing of incoming appeals and receipt and record of public inquiries related to appeals cases; interprets and explains processes and procedures.</p>									
10%	<p>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.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i> 39			JUN 18 2019			<i>Thomas Chan</i> <i>vs jank</i>			06/17/2019	

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CMS-104 (Rev. 10/94) 11-91-0794
ds 6/17/19

Per _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	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. 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. 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 duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA, Opt. 1 37015-44-08-400-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

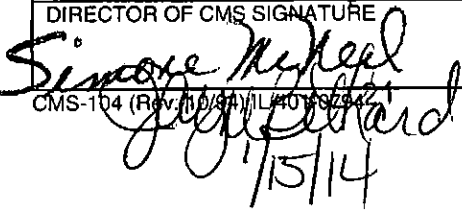
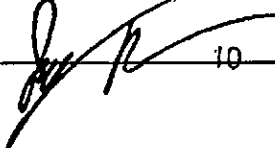
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
Office Associate	30015-44-08-420-30-32 30015-44-08-400-23-32	2-3

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position						30015-44-03-310-10-38			
New/Revised Position				29	S2	30015-44-03-000-10-38			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Legal Services/ Board of Review			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							01/01/2014		
New/Revised Position					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input checked="" type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC014		N					
33 S. State Street Chicago, IL 60603									
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
30%		<p>Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. On a rotational basis, serves as office receptionist and timekeeper. Provides interpretative services for Spanish speaking clients.</p> <p>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. Proofreads and edits materials for grammar, punctuation and format; finalizes after layout, design and accuracy have been approved.</p>							
25%		<p>2. Choosing appropriate computerized systems, accesses databases to input, extract, revise and/or update transactions on the Benefit Information System, Board Docketing, and systems to handle documents sent via e-fax, fax, and mail. Access and use systems related to voice recordings and prioritize issues, document results, create records for use by other staff. Archives and tracks information; performs functions related to disposition and mailing of Board decisions including filing of completed cases, file maintenance and retrieval.</p>							
15%		<p>3. Using the Spanish language when necessary, receives, records and handles public inquiries. Analyzes information from electronic agency records, policies and procedures to respond to public and agency staff request for information; maintains confidentiality of documents and case information.</p>							
15%		<p>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 returned or undelivered mail. Performs routine equipment maintenance functions.</p>							
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	
 CMS-104 (Rev. 11/03/11) IL 401682942 1/15/14						 10		12/20/13	

16. (CONTINUED)

% 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%	6. Performs other duties as required or assigned that are reasonably within the scope of those previously defined.

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

SPSA, Opt 8L 40070-44-03-000-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a		

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

Requires knowledge, skill and mental development equivalent to the completion of high school and two years of office experience. Requires extensive knowledge of office practices and procedures; composition, grammar and spelling, including legal terminology. Requires the ability to use and operate complex computerized systems on mainframe, to use a PC with software programs (including but not limited to MS Word, Excel, PowerPoint and Outlook), peripheral computer equipment, and telephone systems. Requires the ability to work within short timeframes; make decisions independently; work with and maintain confidentiality of documents and case information; and the ability to type accurately at 45 wpm. Requires the ability to speak Spanish at a colloquial level.

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 37015-44-06-330-00-31			
New/Revised Position Public Service Administrator				29	SS1	37015-44-16-500-00-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Administration/ Human Resource Management			0	016	N	R	3/1/2020 - update to subord. and A/I code 11/16/22 - Update subords. PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Recruitment & Selection							03/01/2015		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Chicago, IL		RC063		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction as a policy implementing manager, directs the organization, development and review of Recruitment and Selection; provides leadership and direction to staff engaged in the implementation of programs, policies and procedures governing recruitment and selection as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations.</p>								
20%	<p>1. Organizes, plans, executes, monitors and evaluates the Recruitment & Selection section of the Human Resource Management for IDES. Plans and directs the implementation of program policies and procedures; directs staff in the on-going operations and implementation of Recruitment & Selection projects; interprets program policies for staff; establishes goals and objectives and develops plans to assure they are being met. Assures compliance with the provisions of the "Rutan vs. Republican Party" decree, Personnel Rules, labor contracts, agency policies and any other related rules and regulations.</p>								
15%	<p>2. 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.</p>								
15%	<p>3. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with state and federal regulations relative to the agency's hiring practices. Works with agency management staff to assure needed services are developed and supplied in a timely and efficient manner.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>[Signature]</i>		<i>[Signature]</i>			<i>[Signature]</i>			04/09/2015	

Shula Topscott 4/17/15

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By: _____

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations. Develops, promotes and facilitates job placements for the Department by recruiting applicants for under-utilized positions. Participates in outreach activities specifically designed to recruit protected class applicants and targeted affirmative action groups, including African-American, Asian, Hispanic, Native American and women.
10%	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%	8. Participates in new employee orientation or other sessions or meetings to inform staff on hiring process and procedures or related human resource management processes; provides advice and instruction to agency employees. May set up and participate in seminar sessions in agency offices statewide.
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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

SPSA, Opt 1 40070-44-16-000-00-01	WORKING TITLE (IF ANY) Manager of Human Resource Management
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
Human Resources Specialist	19693-44-16-500-10-01, -10-51 19693-44-16-500-00-01, 00-51	1 - 3
Human Resources Representative	19692-44-16-500-10-01, -10-51 19692-44-16-500-00-01, 00-51	1 - 3

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

Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in Business or Public Administration and three years of progressively responsible administrative experience in a public or business organization. Requires thorough knowledge of the principles and practices of public and business administration; collective bargaining contracts and CMS personnel rules as they apply to filling positions. Requires the ability to: travel; establish and maintain effective working relationships; interpret bargaining contracts, personnel rules, agency programs, policies and procedures; analyze, review and evaluate candidate skills; communicate with others; evaluate and document work of staff; write in a clear and concise manner and to use a PC with related software programs such as word processing, database, spreadsheets and electronic mail. Requires ability to speak and write Spanish at a colloquial level.

Special Skills: Of the three years experience, requires two years experience in the area of hiring under the provisions of the CMS Personnel Code and Rules and experience as a certified Rutan interviewer. Requires extensive knowledge of personnel-related computer systems and software, including EELS (Electronic Eligible List System), PEERS (Personnel Examination and Eligibility Records System) and the CMS Personnel Inquiry System.



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position UI Revenue Analyst 2				29	SS	47082-44-70-320-11-31 47082-44-70-430-00-31 47082-44-72-130-10-31			
3. AGENCY		4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 AUTH	8 AUDIT	9 OFFICE USE
Existing Position									12/01/21- PNC
New/Revised Position IL Department of Employment Security		Revenue			0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position Employer Reporting							10/16//2020		
New/Revised Position Employer Services		Employer Account Analysis							
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position									
New/Revised Position Chicago, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, as a senior level analyst, performs complex Unemployment Insurance (UI) Revenue employer account maintenance activities and detailed analysis of employer records submitted to determine liability, correct contributions and financial status; answers complex inquiries regarding liability and compliance, requiring advanced knowledge of the UI Act; utilizing computerized systems, researches, analyzes and amends records to put employer accounts to statuses ready for communication; analyzes and resolves employer account discrepancies; reviews and corrects employer reports; communicates with employers and/or their representatives to obtain missing agency required documentation; provides technical assistance and advice regarding the UI Act, agency policy and procedures to employers by phone, correspondence and/or in person. Controls activation and/or deactivation of powers of attorney submitted by representatives. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. As a senior level analyst, performs complex UI Revenue employer account maintenance activities and detailed analysis of employer records submitted to determine liability, correct contributions and financial status; answers complex inquiries regarding liability and compliance, requiring advanced knowledge of the UI Act. Researches and analyzes records and documents. Resolves tax problems by making adjustments to employer accounts including but not limited to accounts involving complex predecessor / successor accounts. Resolves issues with various employer reports, including but not limited to those submitted through GenTax; utilizes a PC and relevant computerized systems to perform analysis of affected accounts; determines the correct contributions, evaluates the remittance submitted and determines the accuracy of the penalty assessed as a result of non-compliance with the UI Act; determines relevant functional referral when the employer has ongoing problems with the Department. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>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 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.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
<i>James J. Smith</i> 39		<i>[Signature]</i> 007 27 000			<i>Kristin Richards</i>		10/22/2020		

D. Street 10/2/20

J. Smith

[Signature]

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Utilizing a PC and relevant computerized systems, including but not limited to GenTax, the Illinois Benefit Information System (IBIS), Benefit Charging System (BCS) and Benefit Funding System (BFS), accesses computer screens for inquiry and input in order to research, analyze and amend records to complete assignments to bring employer accounts into balanced status ready for communication based on established procedures and guidelines. Verifies employer tax rates. Inputs and/or uploads employer reports, including but not limited to New Hire and Unemployment Insurance (UI) Contribution reports. Responds to inquiries from employers and/or their representatives regarding the status of any related reports. Utilizes Spanish language to assist clients who request or need interpretive services.	
15%	4. Analyzes and resolves employer account discrepancies. Reviews suspended employer contribution and wage reports; corrects the reports to conform to the correct format; adjusts the tax liability as it applies to contributions, penalty and interest reflects corrections in the various relevant automated systems impacted in the suspension based on established procedures and guidelines; sends notifications to employers and/or their representatives of updates to account status; establishes and/or maintains audit trails and notes to accounts for tracking purposes. Reviews rejected reports; identifies reasons for rejection and communicates with employers and/or their representatives to obtain missing agency required documentation and/or correct the transmitted information. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	5. Evaluates employer documents submitted and determines their accuracy, ensuring compliance with the UI Act; reviews and makes corrections to employer contribution and wage reports as a result of account maintenance; initiates corrective action to permit correct posting of the reports in adherence with the UI Act.	
10%	6. Controls activation and/or deactivation of powers of attorney submitted by employer representatives; coordinates set up and/or removal of powers of attorney in relevant computerized systems, including but not limited to GenTax; reviews mailing instructions associated with powers-of-attorney; provides technical assistance and advice regarding agency requirements for mailing of forms to employer representatives; coordinates timely updates to relevant UI Revenue employer accounts for mass updates by service firms; verifies that accurate mailing instructions and associated mailing addresses for employer accounts are established and/or updated on agency held records.	
05%	7. Performs other duties as assigned or required that are reasonably within the scope of those previously enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
PSA, Opt. 1 37015-44-72-130-00-01 37015-44-70-430-00-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
	Position Title	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to four years of college with major coursework in accounting, business, mathematics or a related field, plus three years of professional experience in account maintenance, investigation and analysis. Requires extensive knowledge of the Illinois Unemployment Insurance Act; databases and hard copy information sources used within IDES, including but not limited to GenTax, the Illinois Benefit Information System (IBIS), Benefit Charging System (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.		

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position UI Special Agent				29	SS	47096-44-04-700-11-31 47096-44-04-711-10-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Financial Operations/ QACR			0	016	Y	R	
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Admin Planning			Benefits Accuracy Measurement					03/16/2019		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Chicago, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under direction, performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of the Illinois Department of Employment Security (IDES) to assess the propriety of Unemployment Insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and U.S. Department of Labor (DOL); detects UI overpayments, fraud and other violations of state and federal laws; determines accuracy of monetary determinations issued to claimants; utilizes guided questions and other DOL recommended investigative techniques, procedures and guidelines to interview and interact with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to UI benefit payments and develop additional audit leads; prepares a written determination and/or decision for each audit; attends hearings to present evidence; compiles relevant audit data, prepares reports, and makes recommendations to improve processes related to UI benefits; travels to attend and participate in training, workshops, and/or DOL mandated peer reviews of case files; utilizes Spanish language to assist clients who request or need interpretive services.</p>									
20%	<p>1. Performs audits of a highly complex, sensitive nature for the BAM unit of IDES to assess the propriety of UI benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL; detects UI overpayments, fraud and other violations of state and federal laws. Conducts intensive audit interviews with claimants selected by the DOL random audit program; utilizes Spanish language to assist clients who request or need interpretive services; assesses and evaluates all factors relevant to the Illinois UI Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes; determines whether federal and state laws and policies were followed uniformly by claimants, employers, employer representatives, agency staff, and/or interested third parties; analyzes agency documents and/or electronic records to determine what data relevant to benefit eligibility must be further investigated to complete each audit. Travels to local and/or regional offices as directed to perform these duties.</p>									
15%	<p>2. Conducts in-depth audits to determine accuracy of monetary determinations issued to claimants; utilizing a PC and relevant software, uses the definition of base period specified in the Illinois UI Act and information from Benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligible to receive UI benefits and evaluate results against actual monetary determinations issued. Enters investigative findings into audit case files and agency, state and/or federal computerized systems including but not limited to the DOL quality control statistical survey database.</p>									
15%	<p>3. Conducts in-depth audits of the last employing employer for each selected claimant to determine the reason the claimant was separated from employment; utilizes Spanish language to assist clients who request or need interpretive services; determines whether claimants met all criteria for UI benefit eligibility established by state and federal policies and guidelines and the Illinois UI Act.</p>									
DIRECTOR OF CMS SIGNATURE <i>Janel Jankovic</i> 27			IMMEDIATE SUPERVISOR SIGNATURE RECEIVED			AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>vs-jgm</i>			DATE 04/04/2019	

16. (CONTINUED)	
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
% OF TIME	
15%	4. Utilizing guided questions and other 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; contacts employers to verify the accuracy of claimant search for work according to state and federal policies and the Illinois UI Act; utilizes Spanish language to assist clients who request or need interpretive services; secures documentation to determine the validity of non-monetary determinations; audits claimants' dependencies to determine accuracy of payments; 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. Travels as directed to perform these duties.
15%	5. Utilizing a PC and relevant software, including but not limited to Microsoft Office Suite and Adobe Reader, 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 UI Act.
05%	6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal UI Act; explains evidence, findings and relevant issues to all parties.
05%	7. Prepares Benefits Accuracy Measurement (BAM) audit case files; compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database; collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the UI Program as required by the federal Improper Payments Information Act (IPIA). Prepares reports of findings; makes recommendations to improve IDES interviewing, adjudication and payment processes related to UI benefits.
05%	8. Keeps abreast of new developments in laws, rules and regulations relevant to BAM; travels to attend and participate in training, workshops, and/or DOL mandated peer reviews of case files.
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 OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

PSA, Opt. 1 37015-44-04-741-00-01 37015-44-04-700-11-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process, preferably with experience adjudicating Unemployment Insurance (UI) benefit claims separations issues and non-separation issues. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons; math concepts, databases and hard copy information sources within IDES. Requires thorough knowledge of IDES local office automated systems, programs and practices as they relate to the payment of UI benefits. Requires the ability to apply agency laws, policies and procedures to a local office benefits program; communicate effectively both orally and in writing; and to use a personal computer with related software programs, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, etc.) and PDF software such as Adobe Reader. Prefers candidates who are self-motivated and possess strong organizational and time management skills. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position UI Special Agent				29	SS	47096-44-22-500-10-31 47096-44-22-540-10-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	016	2	R	11/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Benefit Payment Control		Special Investigations					09/01/2020		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Chicago, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs investigations of a highly complex and sensitive nature to assess the propriety of unemployment benefit payments based upon criteria contained in laws and policies of the State of Illinois and related federal legislation. Pursues cases that involve benefit fraud for complex schemes, including but not limited to multiple claims, third party participation, misuse of social security numbers (SSNs), fictitious employer schemes and stealing benefits through identity theft. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>1. Performs investigations of a highly complex and sensitive nature to assess the propriety of unemployment benefit payments based upon criteria contained in laws and policies of the State of Illinois and related federal legislation. Pursues cases that involve benefit fraud for complex schemes, including but not limited to multiple claims, third party participation, misuse of SSNs, fictitious employer schemes and stealing benefits through identity theft; collaborates with internal and external groups, including but not limited to state and federal law enforcement agencies, the Department's Revenue Division and the employer community to minimize improper payment of UI benefits due to fraudulent schemes. 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 claimant's eligibility for UI benefits during the period under examination. Using 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 an allegation of improper payment or fraudulent scheme. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
15%	<p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed, by compiling, analyzing and evaluating Benefit Claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations.</p>								
10%	<p>3. Prepares for decisions by reviewing case files for completeness of supportive documentation, including but not limited to payroll records, certifications, depositions, record of proper notice to parties and handwritten exemplars.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>[Signature]</i> 39			<i>[Signature]</i> 09/01/2020			<i>Kristin Richard</i>			09/01/2020

D. Steed 9/15/20
Shue-Tou 9/15/20

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	5. Develops leads utilizing external and internal resources; pursues leads through a variety of methods; secures documentation to support allegations using agency, state and/or U.S. Department of Labor (DOL) recommended investigative techniques, procedures and methodology; confers with manager in the development and utilization of innovative creative investigative techniques.	
10%	6. Reviews, analyzes and evaluates testimony and exhibits to determine competence and relevance; considers demeanor and credibility of witnesses and weight of evidence presented; examines relevant state and federal statutes, precedent decisions and rules and regulations of the Department respective to fraud and forgery violations.	
10%	7. Prepares written decisions stating the issue or issues involved, stating relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law and the application of penalties as prescribed in the fraud provisions.	
10%	8. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending indictment and criminal prosecution of person deemed subject to the Benefit Fraud Statute to the Attorney General, State's Attorney or other relevant prosecutor. Works with Office of Attorney General, State's Attorney, US Postal Inspector and the US Department of Labor, Inspector General offices to coordinate exchange of information. Appears before the Grand Jury to establish Probable Cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.	
05%	9. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-22-500-10-31 37015-44-22-510-00-0434		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position UI Special Agent				29	SS	47096-44-22-500-20-31 47096-44-22-520-10-31			
3. AGENCY Existing Position		4. BUREAU/DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8.AUDIT	9 OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	016	2	R	11/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Benefit Payment Control		Investigations Unit I					09/01/2020		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Chicago, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
30%	<p>Under direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, 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. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>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, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
<i>[Signature]</i> 39					<i>Kristin Richards</i>		09/01/2020		

D. Shedd 9/15/20
9/15/20
SEP 18 2020

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services
10%	4. 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%	5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.
05%	7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations.
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-22-500-20-01	WORKING TITLE (IF ANY)
PSA, Opt. 1 37015-44-22-520-00-01	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position UI Special Agent				29	SS	47096-44-22-500-30-31 47096-44-22-530-10-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	016	2	R	11/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Benefit Payment Control		Investigations Unit II					09/01/2020		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Chicago, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, 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. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>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, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
<i>James J. Smith</i> 39		<i>[Signature]</i>			<i>Kristin Richard</i>		09/01/2020		

MS-204 (Rev. 1/2/94) IL 401-0794
D. Sheed 9/15/20
Shelton 9/15/20
SEP 10 2020

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services
10%	4. 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%	5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.
05%	7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations.
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA, Opt. 1	37015-44-22-530-00-01	37015-44-22-500-30-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

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



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS	47096-44-22-500-60-31 47096-44-22-500-10-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position									11/16/22 - PNC
New/Revised Position		Service Delivery/ UI Programs			0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							11/16/2020		
New/Revised Position		Benefit Payment Control			Overpayment Collections		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		Chicago, IL		RC062	N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	Under direction, 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. Interacts with claimants, government agencies and the general public regarding overpayment collections. Conducts investigations to locate claimants; determines ability to pay based on factors including but not limited to current employment and estimation of assets; initiates civil litigation on benefit overpayments; coordinates information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims.								
35%	1. 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. Interacts with claimants, government agencies and the general public regarding overpayment collections; conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay; utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances that affect repayment. Utilizes Spanish language to assist clients who request or need interpretive services.								
25%	2. Using automated agency reports and computer systems, including but not limited to Microsoft 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. Develops leads using external and internal resources; pursues leads through a variety of methods in accordance with established agency guidelines. Secures documentation; analyzes and evaluates documentation to determine terms and conditions of repayment amounts.								
10%	3. Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Illinois Unemployment Insurance Act and related Federal legislation.								
10%	4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance applicable laws, rules and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5; invokes the offset when relevant.								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	
<i>James Koelsch</i>			CENTRAL MANAGEMENT SERVICES BUREAU OF PERSONNEL			<i>Kristin Richard</i>		11/09/2020	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	5. Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown. Consults with Attorney General Office, Illinois Comptroller's Office and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered or bankruptcies and garnishments filed.	
05%	6. Confers with Service Delivery staff and other relevant agency staff to coordinate information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims; utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules and regulations.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
<div style="text-align: center; color: blue; font-weight: bold;">37015-44-22-500-60-01</div> PSA, Opt 1 37015-44-22-560-00-01	WORKING TITLE (IF ANY)	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of functional relationships within the Illinois Department of Employment Security (IDES) relative to Unemployment Insurance (UI) benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax; agency computerized systems, programs and practices as they relate to the payment of UI benefits. Requires extensive knowledge of UI benefit fact-finding and interviewing practices and procedures; Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits. Requires the ability to communicate effectively both orally and in writing; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position UI Special Agent				29	SS	47096-44-22-500-80-31 47096-44-22-580-10-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	022	2	R	11/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Benefit Payment Control		Investigations Unit III					09/01/2020		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
New/Revised Position Lombard, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
30%	<p>1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, 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. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>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, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	
<i>David J. ...</i>			<i>...</i>			<i>Kristin Richard ...</i>		09/01/2020	

CMS-104 (Rev. 10/94) 401-0794
D. Stewart 9/15/20
Shane ... 9/15/20

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services
10%	4. 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%	5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties.
05%	7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations.
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-22-500-80-01	WORKING TITLE (IF ANY)
PSA, Opt. 1 37015-44-22-580-00-01	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

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