ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly April 2023



Raymond P. Marchiori Acting Director

J.B. Pritzker Governor

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,

PMR - 1

Raymond P. Marchiori Acting Director



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



	Employment Security Program		
Chavarria, Miguel	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Chavez, Horacio	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Claudio-Katz, Lillian	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SPANISH SPEAKING
Cortez, Guadalupe	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SFANISH SFLARING
Cruz, Edgar	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SFANISH SFLAKING
Cruz Michael	Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Michael	Employment Security Program	0013030	SPANISH SPEAKING
Curran, Adam	Representative (ESPR)	0013650	SPANISH SPEAKING
Curran, Adam	Employment Security Program	0013030	SPANISH SPEAKING
Dabrowiecka Bonata	Representative (ESPR)	0013650	POLISH SPEAKING
Dabrowiecka, Renata		0013650	POLISH SPEAKING
Delega Antonia	Employment Security Program	0012650	
DeLeon, Antonio	Representative (ESPR)	0013650	SPANISH SPEAKING
Diag. Cristal	Employment Security Program	0012650	
Diaz, Cristal	Representative (ESPR)	0013650	SPANISH SPEAKING
- I - 511	Employment Security Program	0010650	
Fernandez, Rita	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Flores, Patricia	Representative (ESPR)	0013650	SPANISH SPEAKING
Garibay, Liliana		0013650	SPANISH SPEAKING
Goiz, Olga		0013650	SPANISH SPEAKING
Gomez, Marcial		0013650	SPANISH SPEAKING
Gontarz, Aleksandra	Representative (ESPR)	0013650	POLISH SPEAKING
	Employment Security Program		
Gutierrez, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Hernandez, Beatriz	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Hernandez, Jeannette	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Huerta, Bertha	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Illanas, Paul	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Isais, Olga	Representative (ESPR)	0013650	SPANISH SPEAKING
Garibay, Liliana Goiz, Olga Gomez, Marcial Gontarz, Aleksandra Gutierrez, Sandra Hernandez, Beatriz Hernandez, Jeannette Huerta, Bertha Illanas, Paul	Employment Security Program Representative (ESPR) Employment Security Program	0013650 0013650 0013650 0013650 0013650 0013650 0013650 0013650	SPANISH SPEAKING SPANISH SPEAKING SPANISH SPEAKING POLISH SPEAKING SPANISH SPEAKING



	Employment Security Program		
Janos, Andrea	Representative (ESPR)	0013650	SPANISH SPEAKING
Janos, Anarca	Employment Security Program	0013030	
Krakowski, Agnes	Representative (ESPR)	0013650	POLISH SPEAKING
Kiakowski, Agries	Employment Security Program	0013030	
Lopez, Lauren	Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Lauren	Employment Security Program	0013030	
Lopez, Leticia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Luciano, German	Representative (ESPR)	0013650	SPANISH SPEAKING
Edelano, German	Employment Security Program	0013030	
Luevano, Myra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Martinez Jr, Domingo	Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez Jr, Domingo	Employment Security Program	0013030	
Martinez, Araceli	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Martinez, Efrain	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Molina, Juanita	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Montes De Oca, Kevin	Representative (ESPR)	0013650	SPANISH SPEAKING
Montes De Oca, Revin	Employment Security Program	0013030	
Montoya, Sandra	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Mora, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Munoz, Rafhy	Representative (ESPR)	0013650	SPANISH SPEAKING
indito2, namy	Employment Security Program	0013030	
Ortiz, Rodrigo	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Pacheco, David	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Perez, Genesis	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Perez, Maria	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	
Quetell, Hector	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Quezada, Jose	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ramirez, Claudia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program		
Ramirez, Lilia	Representative (ESPR)	0013650	SPANISH SPEAKING
		0010000	



	Employment Security Program		
Ramos, Geanna	Representative (ESPR)	0013650	SPANISH SPEAKING
Kamos, Geanna	Employment Security Program	0013050	SFANISH SFLAKING
Rickard, Sonia	Representative (ESPR)	0013650	SPANISH SPEAKING
Rickard, Sonia	Employment Security Program	0013030	SPANISH SPEAKING
Rivera-Swint, Evelyn	Representative (ESPR)	0013650	SPANISH SPEAKING
Rivera-Swift, Evelyn	Employment Security Program	0013030	SPANISH SPEAKING
Rodriguez, Cynthia	Representative (ESPR)	0013650	SPANISH SPEAKING
Rounguez, Cyntina	Employment Security Program	0013030	SPANISH SPEAKING
Salinas, Patricia	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SPANISH SPEAKING
Sanahria Luic	Representative (ESPR)	0013650	SPANISH SPEAKING
Sanabria, Luis		0013030	SPANISH SPEAKING
Sanchez, Jemima	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanchez, Jennina		0013030	SPANISH SPEAKING
Silva, Guillermo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
		0013030	SPANISH SPEAKING
Soto, Leonor	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SPANISH SPEAKING
Staples, Corina	Representative (ESPR)	0013650	SPANISH SPEAKING
		0013030	SPANISH SPEAKING
Talamantos Androa	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Talamantes, Andrea		0013030	SPANISH SPEAKING
Trac Sandy	Employment Security Program	0013650	
Tsao, Sandy	Representative (ESPR)	0013030	CHINESE SPEAKING
Tubens, Arnaldo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SPANISH SPEAKING
Valentine-Soto, Cristina	Representative (ESPR)	0013650	SPANISH SPEAKING
valentine-soto, cristina	Employment Security Program	0013030	SPANISH SPEAKING
Varys, Miriam	Representative (ESPR)	0013650	SPANISH SPEAKING
varys, iviiriaiti	Employment Security Program	0013030	SPANISH SPEAKING
Vazquez, Laura	Representative (ESPR)	0013650	SPANISH SPEAKING
	Employment Security Program	0013030	SPANISH SPEAKING
Vela, Sergio	Representative (ESPR)	0013650	SPANISH SPEAKING
vela, sergio	Employment Security Program	0013030	SPANISH SPEAKING
Villogas Mayra	Representative (ESPR)	0013650	
Villegas, Mayra	Employment Security Program	0013030	SPANISH SPEAKING
Wilkowska, Jolanta	Representative (ESPR)	0013650	POLISH SPEAKING
vviikuvvska, juldilla	Employment Security Program	0013030	
Zamora, Gustavo	Representative (ESPR)	0013650	SPANISH SPEAKING
Zaniora, Gustavo	Employment Security Program	0013030	JEANIJH JEANING
Zamora Jossica	Representative (ESPR)	0013650	SPANISH SPEAKING
Zamora, Jessica		0013020	SPAINISH SPEAKING
Almanza Balph	Employment Security Service	0012667	
Almanza, Ralph	Representative (ESSR)	0013667	SPANISH SPEAKING



Raymond P. Marchiori Acting Director

	Employment Security Service		
Acosta, Robert	Representative (ESSR)	0013667	SPANISH SPEAKING
Neosta, Nobert	Employment Security Service	0013007	
Amaro, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Cantu, Veronica	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	SFANISH SFEAKING
Castellanos, Martha	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Curtis, Pamela	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Gomez, Gloria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	SFANISH SFEAKING
Gonzalez, Lilia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Hernandez, Cristina	Representative (ESSR)	0013667	SPANISH SPEAKING
Hernandez, Cristina	Employment Security Service	0013007	
Hernandez, Johanna	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Hulbert, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Kolotka, Alicia	Representative (ESSR)	0013667	SPANISH SPEAKING
KOIOTKa, Alicia	Employment Security Service	0013007	SFANISH SFLAKING
Medina, Francisco	Representative (ESSR)	0013667	SPANISH SPEAKING
Medina, Hancisco	Employment Security Service	0013007	SFANISH SFLAKING
Mena, Mario	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Moran, Gloria	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Ornelas, Rosaura	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Padilla-Tompkins, Leticia	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Pena, Berta	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	SFANISH SFEAKING
Perez, Luis	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Ramirez, Peter	Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez-Vargas	Employment Security Service	0013007	
(Reyes), Edith	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service	0013007	
Regalado, Madel	Representative (ESSR)	0013667	SPANISH SPEAKING
הכבמומנוס, ואומעכו	Employment Security Service	0013007	
Rodriguez, Maria	Representative (ESSR)	0013667	SPANISH SPEAKING
	South State Street Chicago Illinois 60602		

33 South State Street | Chicago, Illinois 60603-2802 | www.ides.illinois.gov



	Employment Security Service		
Salcedo, Sandra	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Smith, Marisol	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Service		
Valenzuela, Claudia	Representative (ESSR)	0013667	SPANISH SPEAKING
·	Employment Security Service		
Velasquez, Desiree	Representative (ESSR)	0013667	SPANISH SPEAKING
· · · ·	Employment Security Service		
Walaszek, Dorota	Representative (ESSR)	0013667	POLISH SPEAKING
	Employment Security Service		
Zendejas, Guadalupe	Representative (ESSR)	0013667	SPANISH SPEAKING
	Employment Security Specialist 1		
Borrero, Isadora	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 1		
Garcia Jr., Apolonio	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 1		
Gonzalez, Fatima	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 1		
Hubbell, Cristina	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 1		
Revuelta, Edgar	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 1		
Romero-Mendoza, Pedro	(ESS1)	0013671	SPANISH SPEAKING
	Employment Security Specialist 2		
Garcia, Gabriela	(ESS2)	0013672	SPANISH SPEAKING
	Employment Security Specialist 3		
Fabregas, Diana	(ESS3)	0013673	SPANISH SPEAKING
	Employment Security Specialist 3		
Flores-Quinonez, Rosa	(ESS3)	0013673	SPANISH SPEAKING
	Employment Security Specialist 3		
Garcia, Velia	(ESS3)	0013673	SPANISH SPEAKING
Ramirez-Montero, Julio	Executive 1	0013851	SPANISH SPEAKING
the fail of the		0010300	
Hajzl, Luke	Hearings Referee	0018300	SPANISH SPEAKING
Marrie (Suara-) Arres	Office Administrator 4	0020004	
Morris (Suarez), Anna	Office Administrator 4	0029994	SPANISH SPEAKING
Moreno, Crystal	Office Associate	0030015	SPANISH SPEAKING
ואוטובווט, כו צגמו		0030013	SFANISH SFEAKING
Garcia, Surami	Public Service Administrator (PSA)	0037015	SPANISH SPEAKING



	Unemployment Insurance		
Atiles, Lisette	Revenue Analyst II	0047082	SPANISH SPEAKING
	Unemployment Insurance Special		
Deleon, Xavier	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Forte, Eric	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Gomez Williams, Alma	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Lesus, Tania	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Martinez, Jose Felipe	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Morales, Wilson	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Ramirez, Luis	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Santiago, Elvira	Agent	0047096	SPANISH SPEAKING
	Unemployment Insurance Special		
Zotta, Antonio	Agent	0047096	SPANISH SPEAKING
PERIOD ENDING			
1/31/2022			TOTAL: 139
Total number of Dilingue	al Frantling Staff: 120		
Total number of Bilingua			
Chinese: 1	Polish: 8		Spanish: 130

1. POSITION TIT	ΊΕ		WORKING TITLE (IF ANY)	BILINGUAL CODE		TION TITLE	2. POSITION NUMBER				
Existing Position											
New/Revised Position							1360	0-44-51-	107-2	0-31	
Employment S		1		29		SS		44-51-1			
Field Office S	upervisor	(4. BUREAU/ DIVISION		1		5. EXMT	6. WORK	7. AI	6.AUDIT	9, OFFICE
Existing Position							CODE	COUNTY	AUTH	0.40011	USE 12/16/22 - PNC
New/Revised Position											
	t of Employment Secu	urity	Service Delivery/ Fiel	d Opera	ations	;	0	016	N	R	
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE
Existing Position									i	02/16/	2010
										02/10/	2013
New/Revised Position	on/ Pilsen Local Office	-	Service Unit II					1 ESTAB			
		5				Rutan		22 EXEMP 24 POSITI			
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Exempt	MC0	26 CLARII	FY		
Existing Position							🗖 мсо	27 ADDITI 28 WORK	COUNT		
New/Revised Position						<u> </u> 		21 ABOLIS 49 DOWN		REALLOC	
1700 W. 18 th 3	Street		RC062			N	□ MC1	50 LATER	AL REA	LLOCATIC	N
Chicago, IL								58 UPWA	RU REA)N
% OF TIME	16. COMPLETE CUR	RENT AND	ACCURATE STATEMEN	NT OF P	OSITI	ON ESS	ENTIAL	FUNCTI	ONS		
) Index sevend disco	tion nlong	and disease Franksum								and
			and directs Employment aintains systems to mo								
			affect the administration								
			elopment of office budg								
	evaluation of service	e delivery	programs at the office I	evel; as	sume	es respo	onsibility	for ove	rall m	anagen	
			ce of the manager or a	s directe	ed. U	tilizes S	Spanish	languag	je to a	assist cl	ents
	who request or need	linterpret	ive services.								
30%	1. Plans and d	irects Em	ployment Security prog	rams ar	nd sei	rvices fo	or claim	ants and	l emp	lovers r	elevant
	to reception	/intake, cl	aims processing, benef	it claims	s and	payme	nt issue	s resolu	tions,	IL Labo	or
			process, vocational co								
			n as job development a								
			paration adjudication is pretive services.	sues. U	ninze	s Spani	sniang	lage to	assis	clients	who
		eeu mer	Jeuve Services.								
30%	2. Plans, assig	ns, reviev	vs and evaluates the w	ork of si	ubord	inate st	aff; ser	ves as a	work	ing supe	ervisor.
			d training to assigned s								
			et day-to-day operating								1
			pares and signs perfor policy, procedures and								
			mentation of corrective								
			union supervisor to prov							,	
10%			tains systems to monito								
			t directly affect the adm								
			borates in developmen t indicators to monitor								
			ctive action.	broadoli	on ag	Jamot g				obierno	, piano
1											
			TE SUPERVISOR SIGNATU				SIGNAT			D	ATE
yan	ul fonte			`	th	ma	sch	m		03/0	6/2019
1 //	// 07	<u> </u>				3	- Jer				
	1947 IL 401-0794 N 4-2419			1							
1 Mus Maye	N TOYT		MAR 2 8 2019								
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			BY:	_							

16. (CONTINUED) % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)									
% OF TIME	16. COM	PLETE CURRENT AND	D ACCURATE STATEMENT C	F POSITION	ESSENTI	AL FUNCTIONS (Co	ntinued)		
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.								
10%	 Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. 								
05%	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.								
			MEDIATE SUPERVISOR (I	Docnonsihls	for accie	ning and soutiouring	work proportion		
conducting	g and sigr						and adjusting grievances		
					WORK	NG TITLE (IF ANY)		
PSA, Opt. SS	61 3701	5-44-51-107-00-31			Local (Office Manager			
18. CHECK TH	IE APPR	OPRIATE BOX IF TH	IS POSITION IS A:		1				
		OR 🗌 LEAD V							
NOTE: So tir	uperviso me perce as checke	ry or lead worker res ntage(s) allotted.	sponsibilities <u>must</u> be dea title, position number, and						
					r				
5000	Position	litle	Position Nu		4 407 04		nts or Funded Vacancies		
ESPR ESPR, SS			13650-44-51-107-31-01				2-5		
ESPR Intermit	lont		13650-44-51-107-31-31- 13651-44-51-107-31-01	13650-44-5			2-5		
ESSR	lent	• · · • · · • · · • · · • · · •	13067-44-51-107-31-01	13667-44-			2-5		
ESSR, CH			13007-44-51-107-31-01	13667-44-			<u>2-5</u> 2-5		
ESSR, SS			13667-44-51-107-31-31	13667-44-			2-5		
			10001 44-01-107-01-01	10007-44-6	<u></u>		L-V		
PERFORM ABILITIES	MANCE O S AND LIC	F THE WORK OF TH CENSURE OR CERT	ABILITIES, LICENSURE O IIS POSITION. NOTE: SIN IFICATION IDENTIFIED O	ICE THERE	ARE NO	W SEVERAL OPT	IONS OF SKILLS AND		
ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.									

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1. POSITION TITL	E	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position							······		
Employment S			29	SS	13600	-44-53-	105-3	0-31	
Field Office Su	ipervisor	4. BUREAU/ DIVISION					7. A/I	8.AUDIT	9. OFFICE
3. AGENCY Existing Position	,				CODE	COUNTY	AUTH		USE
-								4	
New/Revised Position	of Employment Security	Service Delivery/ Field	Operatio	ons	0	099	N	R	
10. SECTION		11. UNIT	-		12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATË
Existing Position								02/16/	2019
					-		L		
New/Revised Position	a sing / Jaliat Lagal Office	Service Unit II				MA021 ESTABLISH			
Netro South R	egion/ Joliet Local Office		<u> </u>	Rutan		22 EXEMI 24 POSIT			
14. WORK LOCA		15. BARGAINING/TERM CC	DE	Exempt		26 CLARI 27 ADDIT			CHANGE
Existing Position						28 WORK	COUN		
New/Revised Position					1 🗖 мс1	21 ABOLI 49 DOWN	IWARD		
Joliet, IL		RC062		N		50 LATER 58 UPWA	RAL REA		DN DN
% OF TIME	16. COMPLETE CURREN	T AND ACCURATE STATEME	NT OF PO	DSITION ESS	SENTIAL	FUNCT	ONS		
	Under general direction	, plans and directs Employme	ent Secu	irity program	is and s	ervices	for cla	aimants	and
	employers Establishes	and maintains systems to me	onitor en	nployee per	ormand	e agains	st offic	ce goals	and
	objectives which most d	irectly affect the administration	on of Un	employment	Insura	implem	vvagi entati	on and	ser
	services. Collaborates il	n development of office budg livery programs at the office	level: as	sumes resp	onsibilit	v for ove	erali m	nanagen	nent of
	office operations in the	absence of the manager or a	s directe	ed. Utilizes	Spanish	langua	ge to	assist cl	ients
	who request or need int	erpretive services.				0	0		
		•							
					ian alaim	anto on	dom	alovore i	alovant
30%	1. Plans and direc	ts Employment Security prog ake, claims processing, bene	grams ar	and navme	or claim	ants an as resolu	u emp itions	II ab	or
	to reception/inta	tration process, vocational c	ounselin	a iob devel	opment.	iob refe	erral.	coordina	tion of
	agency service	s such as job development a	and iob p	lacements t	o the bi	isiness	comm	nunity ar	na
	separation and	nonseparation adjudication i	ssues. L	Itilizes Span	ish lang	juage to	assis	t clients	who
	request or need	interpretive services.							
		reviews and evaluates the w	ork of s	ubordinato s	taff [,] so	ves as a	a work	kina sup	ervisor.
30%	2. Plans, assigns, Provides quida	nce and training to assigned	staff co	unsels staff	regardi	na work	perfo	rmance;	0
	reassions staff	to meet day-to-day operating	needs:	establishes	annual	goals ar	nd obj	ectives;	
	approves time (off: prepares and signs perfo	rmance	evaluations.	Condu	cts mee	tings t	to keep	staff
	abreast of char	des in policy, procedures an	d progra	m operation	is. Disc	usses p	roblei	m areas	and
	coordinates the	implementation of corrective	e action;	conducts pi	e-discip	ninary m	ieetin	ys unae	rine
	supervision of a	a non-union supervisor to pro	viae rele	evant inform	auon or	୶ଽଽ୲ଽ୲ଌ୲	nce.		
10%	3 Establishes and	d maintains systems to monit	tor emplo	ovee perforr	nance a	igainst o	ffice	goals an	d
	objectives which	h most directly affect the adr	ninistrati	ion of Unem	ployme	nt Insura	ince a	and vvag	gner-
	Peyser service:	s [.] collaborates in developme	nt of offi	ce budget a	nd cond	lucts free	quent	reviews	сот кеу
	production and	budget indicators to monitor	product	ion against	goals ar	nd to ide	ntity p	oroblem	s; plans
	and implement	s corrective action.							
		MMEDIATE SUPERVISOR SIGNAT		AGENCY HEA			<u>.</u>		DATE
DIRECTOR				Thome by			•		
	27	NECT /TT		þ.	1-50	em	نتر	03/	06/2019
CMS-104 (Rev. 10	0/94) IL 401-0794								
CMS-104 (Rev. 10 De Mayes	4-24-19	MAR 2 8 2019							
~ pri runges	7								
		BY:							

% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)				
10%	4. Collaborates in level; establishe the UI Act most	planning, implementation and evaluates and maintains systems to monitor of	tion of service delivery programs at the office office processes in the application of sections ity of the administration of services and the ti				
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, bene issues, job searches or referrals and separation and nonseparation adjudication, including those o former office staff and close friends or relatives of current staff members. Utilizes Spanish languag assist clients who request or need interpretive services.						
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager as directed.						
05%	7. Performs other enumerated ab		are reasonably within the scope of the duties				
conductin	g and signing performance		e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grieva				
for the inc	cumbent of this position.)						
PSA, Opt. 1	37015-44-53-105-00-01		WORKING TITLE (IF ANY) Local Office Manager				
SUPE NOTE: S	Supervisory or lead worker	AD WORKER responsibilities <u>must</u> be described in a	a detailed duty statement(s) with a				
⊠ SUPE NOTE: S	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit	AD WORKER r responsibilities <u>must</u> be described in a	a detailed duty statement(s) with a subordinate incumbents or authorized funded				
⊠ SUPE NOTE: S ti If a box w	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt:	AD WORKER responsibilities <u>must</u> be described in a ion title, position number, and number of s	subordinate incumbents or authorized funded				
⊠ SUPE NOTE: S ti If a box w	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title	AD WORKER r responsibilities <u>must</u> be described in a	subordinate incumbents or authorized funded No. of Incumbents or Funded Vacance				
SUPE NOTE: S If a box w headcour ES Program F ES Program F	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title Rep Rep Intermittent	AD WORKER responsibilities <u>must</u> be described in a ion title, position number, and number of s Position Number	subordinate incumbents or authorized funded				
SUPE NOTE: S If a box w headcour	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title Rep Rep Intermittent	AD WORKER responsibilities <u>must</u> be described in a tion title, position number, and number of s <u>Position Number</u> 13650-44-53-105-31-01	No. of Incumbents or authorized funded No. of Incumbents or Funded Vacance 2-5 2-5 2-5 2-5				
SUPE NOTE: S If a box w headcour ES Program F ES Program F	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title Rep Rep Intermittent ep	AD WORKER responsibilities <u>must</u> be described in a tion title, position number, and number of s <u>Position Number</u> 13650-44-53-105-31-01 13651-44-53-105-31-01	No. of Incumbents or authorized funded No. of Incumbents or Funded Vacance 2-5 2-5				
SUPE NOTE: S If a box w headcour ES Program F ES Program F ES Service Re	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title Rep Rep Intermittent ep	AD WORKER responsibilities <u>must</u> be described in a ion title, position number, and number of s <u>Position Number</u> <u>13650-44-53-105-31-01</u> <u>13667-44-53-105-31-01</u>	No. of Incumbents or authorized funded No. of Incumbents or Funded Vacance 2-5 2-5 2-5 2-5				
SUPE NOTE: S ti If a box w headcour ES Program F ES Program F ES Service R ES Service R 19. SPECIAL PERFOR	RVISOR OR LEA Supervisory or lead worker Supervisory or lead worker ime percentage(s) allotted. ////////////////////////////////////	AD WORKER responsibilities <u>must</u> be described in a ion title, position number, and number of s Position Number 13650-44-53-105-31-01 13651-44-53-105-31-01 13667-44-53-105-31-01 13667-44-53-105-31-31 LS, ABILITIES, LICENSURE OR CERTIF THIS POSITION. NOTE: SINCE THERE	No. of Incumbents or Authorized funded No. of Incumbents or Funded Vacance 2-5 2-5 2-5 ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AN				
SUPE NOTE: S If a box w headcour ES Program F ES Program F ES Service Re ES Service Re In SPECIAL PERFOR ABILITIE CAN NO	RVISOR OR LEA Supervisory or lead worker ime percentage(s) allotted. vas checked above, list posit nt: Position Title Rep Rep Intermittent ep ep, SS IZED KNOWLEDGES, SKIL MANCE OF THE WORK OF S AND LICENSURE OR CE LONGER BE USED.	AD WORKER responsibilities must be described in a ion title, position number, and number of s Position Number 13650-44-53-105-31-01 13667-44-53-105-31-01 13667-44-53-105-31-01 13667-44-53-105-31-31 LS, ABILITIES, LICENSURE OR CERTIFI THIS POSITION. NOTE: SINCE THERE RTIFICATION IDENTIFIED ON STANDA	Subordinate incumbents or authorized funded No. of Incumbents or Funded Vacance 2-5 2-5 2-5 2-5				

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1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position Employment S Field Office St			29	SS	13600	-44-54-	102-50	0-31	
3. AGENCY	upervisor	4. BUREAU/ DIVISION	<u> </u>	<u>I</u>	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Service Delivery/ Fiel	d Onere	tions	0	101	1	R	N
IL Department 10. SECTION	t of Employment Security	11. UNIT	a oheid		12. TRAN		13		E DATE
Existing Position					CODE			4 4 10 1	
								11/01/	2020
New/Revised Position	on/ Rockford Local Office	Service Unit IV			🔲 мсо	21 ESTAB 22 EXEMP	рт сор		
14. WORK LOCA	TION	15. BARGAINING/TERM C		Rutan Exempt	🔲 мсо	24 POSITI 26 CLARII	FY		
Existing Position					MC0	27 ADDIT 28 WORK	COUNT		
New/Revised Position						21 ABOLI: 49 DOWN		REALLOC	ATION
Rockford, IL		RC062		N	🗍 🗍 MC1	50 LATER 58 UPWA	AL REA	LLOCATIC	ON .
% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMEN	NT OF PC	SITION ESS	ENTIAL	FUNCTI	ONS		
	Under general direction, plat employers. Establishes and objectives which most direct services. Collaborates in der evaluation of service deliver office operations in the abse who request or need interpre	maintains systems to mo ly affect the administration velopment of office budge y programs at the office I nce of the manager or as	onitor em on of Une et; collab evel; ass	ployee perf employment orates in pl sumes respo	ormance Insurar anning, onsibility	e agains ice and impleme / for ove	t offic Wagn entatio rall m	e goals er-Peys on and anagen	and ser nent of
30%	to reception/intake, Exchange registration agency services, su	nployment Security prog claims processing, benef on process, vocational co ch as job development a separation adjudication is rpretive services.	it claims unseling nd job pl	and payme , job develo acements to	nt issue pment, o the bu	s resolu job refe siness c	tions, rral, c omm	IL Labo oordina unity an	or tion of d
30%	Provides guidance a reassigns staff to me approves time off; p abreast of changes coordinates the imp	ews and evaluates the wo and training to assigned s eet day-to-day operating repares and signs perform in policy, procedures and ementation of corrective -union supervisor to prov	staff; cou needs; e mance e I progran action; c	nsels staff r establishes a valuations. n operations conducts pre	egardin annual g Conduc s. Discu e-discipl	g work p joals an ts meeti isses pr inary me	berforr d obje ngs to oblem eeting	mance; ectives; o keep s n areas	staff and
10%	objectives which mo Peyser services; col	ntains systems to monito st directly affect the adm laborates in developmen get indicators to monitor p rective action.	inistratio	n of Unemp e budget an	loymen d condu	t Insurar Icts freq	nce ar uent r	nd Wagi eviews	ner- of key
DIRECTOR OF C	MS SIGNATURE IMMED	IATE SUPERVISOR SIGNATU		GENCY HEAD				D	ATE
your f	39	CEIVER	†	sustin R	chard	1 by gal	blocks	11/0	6/2020
SMS Of Rev. 10	94) 1 401-0794 JTON		I					<u> </u>	
1) Sugar	Multi v.	IOV 1 6 2020							

16. (CONTINUE % OF TIME 10%								
10%	16. COMPLETE CURRENT AN	ID ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
	level; establishes the UI Act most d	and maintains systems to monitor o	ion of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely					
10%	issues, job searc former office staf	hes or referrals and separation and r	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Spanish language to es.					
05%	 Assumes responses as directed. 	sibility for overall management of off	ice operations in the absence of the manager or					
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.							
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
1			WORKING TITLE (IF ANY)					
PSA, Opt. 1	37015-44-54-102-00-01		Local Office Manager					
18. CHECK TH	IE APPROPRIATE BOX IF TI	HIS POSITION IS A:						
	_	WORKER						
tir	ne percentage(s) allotted.	esponsibilities <u>must</u> be described in a						
Ita box wa	as checked above. IIst dositior	1 title, position number, and number of s	ubordinate incumbents or authorized funded					
If a box wa headcoun		i title, position number, and number of si	ubordinate incumbents or authorized funded					
headcoun		Position Number	No. of Incumbents or Funded Vacancies					
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headcoun ESPR ESPR, SS ESSR ESSR, SS 19. SPECIALI PERFORM ABILITIES	TED KNOWLEDGES, SKILLS	Position Number 13650-44-54-103-51-01 13650-44-54-102-51-31 13667-44-54-102-51-01 13667-44-54-102-51-31 3, ABILITIES, LICENSURE OR CERTIFI HIS POSITION. NOTE: SINCE THERE	No. of Incumbents or Funded Vacancies 2-5 2-5 2-5 2-5					

New/Revised Position Employment Field Office S	Security		22	PO	13600)-44-54-	103-4	-41	
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	6.AUDIT	9. OFFICE USE
Existing Position									07/01/21 - Up location and s
New/Revised Position		Service Delivery/ Fie		tions	0	016	1	R	
IL Departmei 10. SECTION	nt of Employment Security	11. UNIT			-	SACTION	•	3. EFFECT	
Existing Position				•	CODE				
								05/01	/2020
New/Revised Position	Wheeling jion/ Arlington Hts . Local Office	Service Unit III				21 ESTAE			GE
14. WORK LOC	ATION	15. BARGAINING/TERM	CODE	Rutan Exempt		024 POSIT 026 CLAR		JMBER CI	HANGE
Existing Position					п мса	27 ADDI			
		· · · ·				28 WOR	ISH		
New/Revised Position		RC062		N		49 DOW			
Anington Hei % OF TIME	ghts; IL Wheeling, IL 16. COMPLETE CURRENT AND				D MC1	58 UPWA	ARDRE		
	employers. Establishes and i objectives which most directli services. Collaborates in dev evaluation of service delivery office operations in the absen- request or need interpretives	y affect the administrativelopment of office budg programs at the office nce of the manager or a	jet; collai level; as	borates in p sumes resp	lanning, Ionsibilit	implem y for ove	entati erall m	ion and nanage	ment of
30%	 objectives which most directly services. Collaborates in develuation of service delivery office operations in the abservequest or need interpretives 1. Plans and directs Ento reception/intake, or Exchange registration agency services, succession and nons 	y affect the administrativelopment of office budg programs at the office nee of the manager or a services. nployment Security programs processing, bene n process, vocational co ch as job development a eparation adjudication is	get; collal level; as s directe grams an fit claims ounseling and job p	borates in p sumes resp d. Utilizes d services f and payme g, job devel lacements f	lanning, onsibilit Polish la or claim ent issue opment, o the bu	implem y for ove anguage nants an- es resolu job refe usiness o	d emp utions erral, c comm	ion and nanage ssist clie ployers , IL Lat coordin nunity a	ment of ents who relevant oor ation of nd
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30%	 objectives which most directly services. Collaborates in develuation of service delivery office operations in the absence request or need interpretives. 1. Plans and directs Entropy to reception/intake, or Exchange registration agency services, such separation and nons request or need interpretives. 2. Plans, assigns, revise Provides guidance a reassigns staff to me approves time off; prabreast of changes in coordinates the imple supervision of a non- 3. Establishes and main objectives which most production and budg and implements correlations. 	y affect the administrati velopment of office budg programs at the office nce of the manager or a services. apployment Security prog laims processing, bene in process, vocational co ch as job development a eparation adjudication is pretive services. we and evaluates the w ind training to assigned a epares and evaluates the w ind training to assigned a entry of the services. we and evaluates the w ind training to assigned a entry of the services. we and evaluates the w ind training to assigned a entry of the services. The services of the services of the indicators to monitor ective action.	get; collai level; as s directe grams an fit claims ounseling and job p ssues. U vork of su staff, cou needs; o mance e d program action; o vide rele or emplo ninistration production	borates in p sumes resp ad. Utilizes and payme g, job devel lacements t tilizes Polis bordinate s unsels staff establishes evaluations. m operation conducts pr vant inform yee perform on of Unem e budget ar on against g	lanning, oonsibilit Polish la or claim ent issue opment, to the bu h langua taff; ser regardir annual conduc s. Disc e-discip ation or hance a poloymer nd condu goals an	implem y for ove anguage hants and es resolu- job refe usiness o age to as ves as a ng work goals an cts meet usses pi linary m assistar gainst of t Insura ucts free d to ider	d emp ations a work perfor d obj comm ssist c a work perfor d obj cings t robler eeting nce a quent	ion and nanage sist clie ployers s, IL Lat coordination ind Lat clients v king sup mance goals ar reviews problem	ment of ents who relevant oor ation of nd who pervisor. ; staff s and er the nd gner- s of key s; plans
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30% 10% DIRECTOR OF C	 objectives which most directly services. Collaborates in develuation of service delivery office operations in the absence request or need interpretives. 1. Plans and directs Entropy to reception/intake, or Exchange registration agency services, such separation and nons request or need interpretives. 2. Plans, assigns, revise Provides guidance a reassigns staff to me approves time off; prabreast of changes in coordinates the imple supervision of a non- 3. Establishes and main objectives which most production and budg and implements correlations. 	y affect the administrati velopment of office budg programs at the office ince of the manager or a services. apployment Security prog- claims processing, bene in process, vocational co- ch as job development a eparation adjudication is pretive services. we and evaluates the w ind training to assigned epares and evaluates the w ind training to assigned epares and signs perfor n policy, procedures and ementation of corrective union supervisor to pro- intains systems to monitor aborates in development et indicators to monitor ective action.	grams an fit claims ounseling and job p ssues. U vork of su staff, cou needs; o mance e d program action; o vide rele or emplo ninistration production	borates in p sumes resp ad. Utilizes and payme g, job devel lacements t tilizes Polis bordinate s unsels staff establishes evaluations. m operation conducts pr vant inform yee perform on of Unem e budget ar on against g	Ianning, oonsibilit Polish la for claim ent issue opment, o the bu h langua taff; ser regardir annual conduc s. Disc e-discip ation or hance an oloymer nd conduc goals an	implem y for ove anguage hants and es resolu- job refe usiness of age to as ves as a ng work goals an cts meet usses pi linary m assistar gainst of t Insura ucts freo d to ider	d emp to as d emp utions erral, c comm ssist c a work perfoi d obj ings t robler eeting nce a quent htfy p	ployers sist clie ployers , IL Lat coordina unity a clients v king sup mance co keep m areas gs unde goals ar nod Wag reviews problem	ment of ents who relevant oor ation of nd who pervisor. ; staff s and er the nd gner- s of key s; plans

16. (CONTINUE	D)									
% OF TIME	16. COMPLETE CU	JRRENT AND ACCURATE STATEMENT OF POSI	ITION ESSENTIAL FUNCTIONS (Continued)							
10%	level; e: the UI A	stablishes and maintains systems to mon	valuation of service delivery programs at the office nitor office processes in the application of sections of ntegrity of the administration of services and the timely							
10%	issues, former	job searches or referrals and separation	al, difficult or potentially controversial claims, benefit and nonseparation adjudication, including those of of current staff members. Utilizes Polish language to ervices.							
05%		 Assumes responsibility for overall management of office operations in the absence of the manager or as directed. 								
05%		ns other duties as required or assigned w ated above.	hich are reasonably within the scope of the duties							
	-									
 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	3-00-01	Local Office Manager							
18. CHECK TH	IE APPROPRIATE	BOX IF THIS POSITION IS A:								
ti	me percentage(s) as checked above,		r of subordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
ESPR	Position Hue	13650-44-54-103-41-01	2-5							
ESPR, PO		13650-44-54-103-41-41	2-5							
ESSR ESSR		13667-44-54-103-41-01	2-5							
ESSR, SS		13667-44-54-103-41-31	2-5							
		13007-44-34-103-41-31	2-5							
PERFORM ABILITIES	ANCE OF THE W	ORK OF THIS POSITION. NOTE: SINCE TH OR CERTIFICATION IDENTIFIED ON STAN	RTIFICATION NECESSARY FOR THE SUCCESSFUL ERE ARE NOW SEVERAL OPTIONS OF SKILLS AND NDARDS, THE PHRASE "SAME AS SPECIFICATION"							
Requires kno in the social unemployme and services of the comm benefit servi Requires abi	Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients .									

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1. POSITION TIT	ΊΕ	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER					
Existing Position					,							
New/Revised Position Employment S Field Office S			29	SS	13600)-44-54-	103-5	0-31				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position									07/01/21- Upda work location ar			
	t of Employment Security	Service Delivery/ Fiel	ld Opera	tions	0	016	1 *	R	section name			
10. SECTION		11. UNIT			12. TRAN CODE	SACTION	13	B. EFFECTI	/E DATE			
Existing Position							02/16/2019					
New/Revised Position	Wheeling ion/ Arlington Hts . Local Office	e Service Unit IV			🗖 мсо	21 ESTAE 22 EXEM	РТ СОД					
14. WORK LOCA	TION	15. BARGAINING/TERM	CODE	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE			
Existing Position						27 ADDIT 28 WORK			CHANGE			
New/Revised Position						21 ABOLI 49 DOWN	SH					
	hts,-IL Wheeling, IL	RC062		N	MC1	50 LATER	RAL REA	LLOCATI	NC			
% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMEN	NT OF PC	SITION ESS				LLUCATI				
	evaluation of service delivery office operations in the abse who request or need interpre	nce of the manager or as										
30%	to reception/intake, o Exchange registratio agency services, suo	nployment Security prog claims processing, benef on process, vocational co ch as job development a separation adjudication is rpretive services.	fit claims ounseling nd job pl	and payme , job develo acements to	nt issue pment, o the bu	es resolu job refe siness c	utions, rral, c comm	IL Lab oordina unity ar	or ition of id			
30%	reassigns staff to me approves time off; p abreast of changes coordinates the impl	ews and evaluates the wind training to assigned set day-to-day operating repares and signs perfor in policy, procedures and ementation of corrective -union supervisor to prov	staff; cou needs; e mance e d progran action; c	nsels staff r establishes a valuations. n operations conducts pre	egardin annual (Conduc s. Discu e-discipl	g work µ goals an its meeti usses pr linary m	perfori id obje ings to roblem eeting	mance; ectives; o keep s n areas	staff and			
10%	Peyser services; col production and budg and implements cor	st directly affect the adm laborates in developmen jet indicators to monitor p rective action.	ninistration nt of office production	n of Unemp e budget an on against g	loymen d condu oals and	t Insura ucts freq d to ider	nce ai juent r	nd Wag reviews roblems	ner- of key s; plans			
		IATE SUPERVISOR SIGNATU		GENCY HEAD		an	1		DATE 6/2019			
CMS-104 (Red. 10)	1967 IL 407=0794 141 5-1-19	MAY 0 1 2019 BY:	Ē					-				

16. (CONTINUE % OF TIME			D ACCURATE STATEMENT OF POSITION							
10%		Collaborates in pla	anning, implementation and evaluat	tion of service delivery programs at the office						
		the UI Act most di		office processes in the application of sections of ity of the administration of services and the timely						
10%	5.	issues, job search former office staff	es or referrals and separation and	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rrent staff members. Utilizes Spanish language to es.						
05%	6.	Assumes respons as directed.	ibility for overall management of off	ice operations in the absence of the manager or						
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 									
 POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) 										
				WORKING TITLE (IF ANY)						
PSA, Opt. 1	37015-4	4-54-103-00-01		Local Office Manager						
18. CHECK TH	IE APPR	OPRIATE BOX IF TH	IIS POSITION IS A:	······································						
	RVISOR		WORKER							
i tiı	<mark>ne perce</mark> as checke	ntage(s) allotted.	sponsibilities <u>must</u> be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded						
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies						
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						
· · · · ·										
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires kno in the social s	wledge, sciences	skill and mental de , public or business	administration and three years pro	o of four years of college with major coursework fessional experience with employment and						
				Labor Exchange program, agency programs						
				and respond to the changing employment needs problems and procedures to provide effective						
benefit servic	es and t	o effectively comm	unicate verbally and in written form;	to train and supervise professional staff.						
Requires abil	ity to use	e a personal compu	iter with related software programs.	Requires ability to speak and write the						
clients.	juaye al	a conoquidi SKIII	iever in carrying out position aut	ies in conjunction with Spanish speaking						

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POSITION DESCRIPTION

1. POSITION TIT	FLE		WORKING TITLE (IF A			POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position				1								
New/Revised Position Employment S Field Office S	Security	r		29		SS	13600	-44-54-	107-5	0-31		
3. AGENCY	uperviso	1	I 4. BUREAU/ DIVISIO				5. EXMT	6. WORK	7. A/	8.AUDIT	9. OFFICE	
Existing Position								COUNTY			USE 09/01/2020 -	
New/Revised Position									 N	ł _	update to A/I code and	
IL Departmen		loyment Security		Service Delivery/ Field Operations			0	045	1	R	supervisor PN	
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE	
Existing Position										02/16/	/2019	
New/Revised Position		h Aurora Local O	ffice Service Unit III					21 ESTAE 22 EXEM		E CHANG	E	
14. WORK LOCA	ATION		15. BARGAINING/TE	ERM CODE		Rutan Exempt	🗖 мсо	24 POSIT 26 CLARI	ION NU			
Existing Position								27 ADDIT 28 WORK			CHANGE	
New/Revised Position								21 ABOLI 49 DOWN		REALLOCA		
North Aurora,			RC	062		Ν	MC1	50 LATER	AL REA	LLOCATIC	N	
% OF TIME	16. CO	MPLETE CURREN	T AND ACCURATE STATE	EMENT OF	POS	ITION ESS	ENTIAL	FUNCTI	ONS			
	Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.											
30%	1.	to reception/inta Exchange regist agency services separation and r	s Employment Security ke, claims processing, b ration process, vocation , such as job developmenonseparation adjudication interpretive services.	enefit clai al counse ent and jol	ms a ling, j o plac	nd payme job develo cements to	nt issue pment, o the bu	s resolu job refe siness c	itions, rral, c comm	IL Labo coordination unity an	or tion of Id	
30%	2.	Provides guidan reassigns staff to approves time o abreast of chang coordinates the	reviews and evaluates th ce and training to assign o meet day-to-day opera ff; prepares and signs po ges in policy, procedures implementation of correct non-union supervisor to	ned staff; o Iting need erformanc and prog ctive actio	couns s; est e eva ram (n; coi	sels staff re tablishes a aluations. (operations nducts pre	egardin annual (Conduc 6. Discu e-discipl	g work µ goals an ts meeti usses pr inary me	berfor d obje ngs to oblen eeting	mance; ectives; o keep s n areas	staff and	
10%	3.	objectives which Peyser services production and b	maintains systems to m most directly affect the collaborates in develop oudget indicators to mor corrective action.	administra ment of o	ation ffice l	of Unemp budget and	loymen d condu	t Insura icts freq	nce ai uent r	nd Wagi reviews	ner- of key	
	I MS SIGN/	ATURE IM	MEDIATE SUPERVISOR SIG	NATURE		NCY HEAD				D	ATE	
famel for	de,	For Look		_	17	hono. Krj.	rCh Jer	m	.	03/0	6/2019	
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16. (CONTINUE	D)		······								
% OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
10%	4.	level; establishes a	and maintains systems to monitor ectly related to ensuring the integr	tion of service delivery programs at the office office processes in the application of sections of ity of the administration of services and the timely							
10%	5.	issues, job searche former office staff a	es or referrals and separation and	fficult or potentially controversial claims, benefit nonseparation adjudication, including those of rrent staff members. Utilizes Spanish language to es.							
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.										
 POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) 											
PSA, Opt. 1 3	7015-44	-54-107-00-01		WORKING TITLE (IF ANY)							
· · ·		5-44-54-107-00-31 -	-	Local Office Manager							
18. CHECK TH		OPRIATE BOX IF THI	IS POSITION IS A:	·							
	RVISOR	OR 🗌 LEAD V	VORKER								
tiı	me perce as checke	ntage(s) allotted.		a detailed duty statement(s) with a subordinate incumbents or authorized funded							
	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							
			·								
			· ·								
PERFORM ABILITIES	MANCE C 8 AND LI	of the work of th Censure or Certi	IIS POSITION. NOTE: SINCE THER	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"							
in the social s unemployme and services of the commu benefit servic Requires abil	CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.										

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1. POSITION TI Existing Position	TLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
_											
New/Revised Position Employment Field Office	Security		29	SS	13600)-44-55-	108-6	0-31			
3. AGENCY		4. BUREAU/ DIVISION	<u></u>		5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE		
Existing Position											
New/Revised Position		Service Delivery/ Fie		ations	0	072	1	R	N		
IL Departme	nt of Employment Security	11. UNIT		lions	-	SACTION	•	3. EFFECTI	VE DATE		
Existing Position					CODE						
U								08/16	/2020		
New/Revised Positror	egion/ Peoria Local Office	Service Unit V				021 ESTAR 022 EXEM		DECHAN	SE .		
14. WORK LOC	ΔΤΙΟΝ	15. BARGAINING/TERM	CODE	Rutan Exempt		024 POSIT 026 CLAR		JM BER CH	IANGE		
Existing Position			0002		Т 🗖 мсі	027 ADDF	TIONAL				
					D MD	028 WOR	ISH				
New/Revised Position	<u>-</u>	RC062		N	MC149 DOWNWARD REALLOCATIO MC150 LATERAL REALLOCATION						
Peoria, IL % OF TIME	16. COMPLETE CURRENT A				MC158 UPWARD REALLOCATION						
	10. CONFLETE CORRENT A	ND ACCONATE STATEMEN		JULION ES			ONO				
30%	to reception/intake Exchange registra agency services, s separation and no	Employment Security prog , claims processing, bene tion process, vocational c uch as job development a nseparation adjudication i	grams ar fit claims ounseling and job p	nd services s and paym g, job deve lacements	for clain ent issu opment to the bi	nants an es resoli , job refe	d emp utions erral, c	ployers ;, IL Lab coordin; ;unity a:	relevant or ation of nd		
30%	Provides guidance reassigns staff to r approves time off; abreast of changes coordinates the im	terpretive services. views and evaluates the we and training to assigned neet day-to-day operating prepares and signs perfor s in policy, procedures and plementation of corrective on-union supervisor to pro	staff, cou needs; rmance e d progra e action;	unsels staff establishes evaluations m operation conducts p	regardii annual Condu s. Disc re-discip	ng work goals ar ots meel ousses p olinary m	perfo nd obj tings t robler ieeting	rmance ectives to keep n areas	staff and		
10%	objectives which m Peyser services; c	nost directly affect the adm ollaborates in developmen dget indicators to monitor	ninistration nt of offic	on of Unerr ce budget a	rmance against office goals and mployment Insurance and Wagner- and conducts frequent reviews of key t goals and to identify problems; plans						
DIRECTOR OF		DIATE SUPERVISOR SIGNATU	JRE A	GENCY HEAI	SIGNAT	URE		1	ATE		
	famel forde		1	Suistinf	chand	Jonal	hin	08/2	26/2020		
CMS-104 (Rev. 1)	0/94) L 401-0784	ECEVEN	<u> </u>								
Shout	9/18/20 Shut Tari	0770 0 2 2020									
	9/10	WSEP UZ ZUZU									
	Ĩ										
	1	3Y:									

	16. (CONTINUE		······									
	% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
	10%	level; establishes the UI Act most d	and maintains systems to monitor of	tion of service delivery programs at the office office processes in the application of sections of ity of the administration of services and the timely								
	10%	issues, job search former office staff	nes or referrals and separation and	fficult or potentially controversial claims, benefit nonseparation adjudication, including those of rrent staff members. Utilizes Spanish language to es.								
	05%	 Assumes respons as directed. 	sibility for overall management of off	fice operations in the absence of the manager or								
	05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 										
			MEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,								
	conductin			imposing disciplinary action and adjusting grievances								
				WORKING TITLE (IF ANY)								
	PSA, Opt. 1	37015-44-55-108-00-01		Local Office Manager								
	SUPER NOTE: S	upervisory or lead worker re- me percentage(s) allotted. as checked above, list positior	WORKER sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded								
,	CODD.	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
	ESPR ESPR, SS		13650-44-55-108-61-01 13650-44-55-108-61-31	2-5								
	ESSR		13667-44-55-108-61-01	2-5								
, İ	ESSR, SS		13667-44-55-108-61-31	2-5								
	19. SPECIALIZ PERFORM ABILITIES	ANCE OF THE WORK OF THE SAND LICENSURE OR CERT	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
	ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.											

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1. POSITION TITI	E	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position					+				
Employment S			29	SS	13600	-44-60-	101-4	0-31	
Field Office Su	Ipervisor	4. BUREAU/ DIVISION		<u> </u>	5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
3. AGENCY Existing Position					CODE	COUNTY	AUTH	0.AUUI1	USE
-	<u></u>	Service Delivery/ Call C	enter O	perations					
New/Revised Position	of Employment Security	Service Delivery/ Field	Operatio	ons	0	022	N	R	
10. SECTION	cor unproymone ocounty	11. UNIT			12. TRAN CODE	SACTION	13	EFFECTIV	E DATE
Existing Position								02/16/	2010
	Center – Section A				_				2019
New/Revised Position						21 ESTA	BLISH		
	perations/ Lombard Call	Service Unit A-4				22 EXEM		E CHANGE	E
Center – Secti		······································		Rutan		24 POSIT		MBER CHA	NGE
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE	Exempt		26 CLAR		DENTICAL	CHANGE
Existing Position						28 WORK	COUN.		
New/Revised Position						21 ABOLI 49 DOWN		REALLOC	
Lombard, IL		RC062		N		50 LATER	RAL REA	LLOCATIC	DN .
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEME	NT OF PO	DSITION ES					
ļ l	Under general direction, pla	ans and directs Employme	ent Secu	irity progra	ns and s	ervices	for cla	imants	and
	emplovers, Establishes and	I maintains systems to me	onitor en	nployee pe	formanc	e again	st offic	e goals:	and
	objectives which most direct	tly affect the administration	on of Un	employme	nt Insura	nce and	Wag	er-Peys	ser
	services. Collaborates in de	evelopment of office budg	et; colla	borates in p	olanning,	implem	entati	on and	
	evaluation of service delive	ry programs at the office	level; as	sumes res	onsibilit	y for ove	erall m	anagen	ient of
	office operations in the abs		s directe	ed. Utilizes	Spanisn	langua	ge to a	assist ci	ients
	who request or need interpr	retive services.							
30%	1. Plans and directs E	Employment Security prog	rams ar	nd services	for claim	ants an	d emp	oloyers r	elevant
	to reception/intake.	claims processing, bene	fit claims	s and paym	ent issue	es resolu	utions	, IL Labo	or
	Exchange registrat	ion process, vocational co	ounselin	g, job deve	lopment,	job refe	erral, c	oordina	tion of
	agency services, si	uch as job development a	ind job p	lacements	to the bu	isiness	comm	unity an	d
	separation and nor	separation adjudication is	ssues. U	Itilizes Spa	hish lang	uage to	assis	t clients	wno
1	request or need int	erpretive services.	-						
30%	2. Plans, assigns, rev	iews and evaluates the w	ork of s	ubordinate	staff: ser	ves as a	a work	ing sup	ervisor.
50 %	Provides guidance	and training to assigned	staff: co	unsels staf	regardir	ng work	perfor	mance	
]	reassigns staff to n	neet day-to-day operating	needs;	establishes	annual	goals ar	nd obj	ectives;	
	approves time off:	prepares and signs perfor	rmance	evaluations	. Condu	cts meet	ings t	o keep s	staff
	abreast of changes	in policy, procedures and	d progra	m operatio	ns. Disc	usses p	robler	n areas	and
	coordinates the imp	plementation of corrective	action;	conducts p	re-discip	linary m	eeting	gs unde	r the
	supervision of a no	n-union supervisor to pro	vide rele	evant inforn	nation or	assistai	nce.		
400/		aintaina avatama ta manit	or omnly	waa narfar	mance a	nainet o	ffice c	inals an	Ч
10%	3. Establishes and ma	aintains systems to monit ost directly affect the adn	or empti ninistrati	on of Unen	nance a nlovme	yanist 0 ht Insura	ince a	nd Wad	ner-
		ollaborates in development	nt of offic	ce budget a	ind cond	ucts free	juent	reviews	of kev
	production and but	lget indicators to monitor	producti	ion against	goals ar	d to ide	ntify p	roblems	; plans
1	and implements co		•	v	-				
DIRECTOR OF	MSSIGNATURE IMME	DIATE SUPERVISOR SIGNAT		AGENCY HE					DATE
1 74		and the second s	'	thom	by Jami 03/06/2019				06/2019
	() 2;				2 george concerte				
CMS-104 (Rev. 10	//94) IL 401-0794	i MAIN ZO ZUIJ							
Mis Maye		Ц <u>.</u> БУ:							
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	16. (CONTINUED) % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)									
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)						
10%	4.	level; establishes a	and maintains systems to monitor o ectly related to ensuring the integrit	on of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely						
10%	5.	issues, job searche former office staff a	es or referrals and separation and n	ficult or potentially controversial claims, benefit onseparation adjudication, including those of rent staff members. Utilizes Spanish language to s.						
05%	6.	Assumes responsi as directed.	Assumes responsibility for overall management of office operations in the absence of the manager or as directed.							
05%	7.	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 TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:							
	RVISOR	OR 🗌 LEAD V	VORKER							
ti	me perce as check	entage(s) allotted.	ponsibilities <u>must</u> be described in a title, position number, and number of se	detailed duty statement(s) with a ubordinate incumbents or authorized funded						
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies						
ES Program R			13650-44-60-101-41-01	3-10						
ES Program R		· · · ·	13650-44-60-101-41-31	2-5						
			······							
PERFORI ABILITIES	MANCE (<mark>S AND LI</mark>	OF THE WORK OF TH CENSURE OR CERT	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires kno in the social s unemployme and services of the comm benefit servic Requires abi	ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.									

1. POSITION TITI	E	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	E 2. POSITION NUMBER							
Existing Position					1							
New/Revised Position												
Employment S			22	PO	13600	-44-60 -	102-3	0-41				
Field Office Su	pervisor	4. BUREAU/ DIVISION		I	5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE			
3. AGENCY Existing Position				41	CODE	COUNTY	AUTH	0.AUU11	USE			
		Service Delivery/ Call C	enter O	perations								
New/Revised Position	of Employment Security	Service Delivery/ Field	Operatio	ns	0	022	Ν	R				
10. SECTION	or Employment Ocounty	11. UNIT			12. TRAN CODE	SACTION	13	B. EFFECTIV	E DATE			
Existing Position								02/16/	2010			
	Center- Section B				02/16/2019							
New/Revised Position Call Center Of Center- Sectio	perations/ Lombard Call	Service Unit B-3				21 ESTAB 22 EXEMI		E CHANGI	E			
				Rutan		24 POSIT		MBER CH	ANGE			
14. WORK LOCA Existing Position	TION	15. BARGAINING/TERM CC		Exempt	1 🗖 мсо	26 CLARI 27 ADDIT	IONAL I					
						28 WORK 21 ABOLI		TY CHANG	E			
New/Revised Position						49 DOWN	WARD					
Lombard, IL		RC062		N		50 LATER 58 <u>UPWA</u>	RD REA					
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PO	DSITION ESS	SENTIAL	FUNCTI	ONS					
30%	employers. Establishes a objectives which most dir services. Collaborates in evaluation of service deliv office operations in the at request or need interpretion 1. Plans and directs to reception/intak Exchange registr agency services, separation and n	Employment Security prog e, claims processing, bene ation process, vocational co such as job development a onseparation adjudication is	onitor en on of Un et; collal level; as s directe grams an fit claims ounseling and job p	nployee perf employmen porates in pl sumes resp d. Utilizes i d. Utilizes i d. and payme g, job develo lacements t	ormanc t Insurat anning, onsibilit Polish la or claim ent issue opment, o the bu	e agains nce and implem y for ove anguage ants and s resolu job refe usiness o	at offic Wagr entational to as to as d emp utions erral, comm	ce goals ner-Peys on and nanagen sist clie bloyers r , IL Lab coordina unity ar	and ser nent of nts who relevant or tion of id			
30%	 Plans, assigns, reprovides guidant reassigns staff to approves time of abreast of chang coordinates the is supervision of a super	 request or need interpretive services. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. Establishes and maintains systems to monitor employee performance against office goals and 										
Objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; pla and implements corrective action. DIRECTOR OF CMS_GIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE												
y an	el jorde			thome	1-70	in	نت	03/	06/2019			
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Khis May	4-26-19	[БҮ:										

16. (CONTINUE	D)									
% OF TIME	16. COM	PLETE CURRENT AND	DACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)					
10%	4.	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.								
10%	5.	issues, job search former office staff	es or referrals and separation and r	nonsepa rent stat	potentially controversial claims, benefit aration adjudication, including those of ff members. Utilizes Polish language to					
05%	6.	Assumes responsi as directed.	bility for overall management of off	ice oper	ations in the absence of the manager or					
05%	7.	Performs other dur enumerated above		are reas	sonably within the scope of the duties					
conducting	g and sigi		MEDIATE SUPERVISOR (Responsible luations; effectively recommending and		gning and reviewing work, preparing, g disciplinary action and adjusting grievances					
	WORKING TITLE (IF ANY)									
PSA, Opt. PC	D1 3701	5-44-60-102-00-41		Call C	enter Manager					
18. CHECK TH	IE APPR	OPRIATE BOX IF TH	IS POSITION IS A:							
	RVISOR	OR 🗌 LEAD V	VORKER							
NOTE: S	unenviso	ry or lead worker res	sponsibilities <u>must</u> be described in a	dotailor	d duty statement(s) with a					
tii	me perce	entage(s) allotted.								
If a box wa headcoun		ed above, list position	title, position number, and number of s	ubordina	te incumbents or authorized funded					
	Position	Title	Position Number	·	No. of Incumbents or Funded Vacancies					
ES Program R			13650-44-60-102-31-01		10-40					
ES Program R	ep, PO		13650-44-60-102-31-41		2-5					
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					NECESSARY FOR THE SUCCESSFUL					
PERFORM	VANCE C	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ARE NO	DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"					
		BE USED.								
in the social s	sciences	, public or business	administration and three years pro	fessiona	years of college with major coursework al experience with employment and Exchange program, agency programs					
and services of the commu	required unity; ser	to meet client need ve as technical info	Is. Requires ability to understand a	and resp problems	oond to the changing employment needs s and procedures to provide effective					
Requires abil	ity to use	e a personal compu	ter with related software programs.	Requir	es ability to speak and write the njunction with Polish speaking clients.					
			· · · · · · · · · · · · · · · · · · ·							

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER				
Existing Position			UUBL		13600-44-60-102-40-01						
New/Revised Position Employment S Field Office Su			29	SS	13600	-44-60-	102-4	0-31			
3. AGENCY		4. BUREAU/ DIVISION		1	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position											
New/Revised Position	·········	Service Delivery/ Field	Oneratie		0	022	4	R			
IL Department 10. SECTION	of Employment Security	11. UNIT	Operatio		12. TRAN		113		E DATE		
Existing Position					CODE						
Existing / obnor							11/01/20				
New/Revised Position						21 ESTAB	е 1 194				
Call Center Op Center – Secti	perations/ Lombard Call	Service Unit B-4	Service Unit B-4					E CHANGI	E		
	··· · · · · · ·		Rutan					MBER CHA	NGE		
14. WORK LOCA Existing Position		15. BARGAINING/TERM CO	DE	Exempt		26 CLARI 27 ADDIT		DENTICAL	CHANGE		
-						28 WORK 21 ABOLI		TY CHANG	E		
New/Revised Position		RC062		N		49 DOWN	WARD				
Lombard, IL											
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEMEN	NI OF PC	DSITION ES	SENTIAL	FUNCT	ONS				
	objectives which most dire services. Collaborates in o evaluation of service deliv	ad maintains systems to mo ectly affect the administration development of office budg- ery programs at the office I sence of the manager or as pretive services.	on of Une et; collab evel; ass	employmer porates in p sumes resp	t Insurar lanning, onsibility	nce and implement for ove	Wagr entatio rall m	her-Peyson and anagem	ser nent of		
30%	to reception/intake Exchange registra agency services, separation and no	Employment Security prog e, claims processing, benef ation process, vocational co such as job development a onseparation adjudication is iterpretive services.	it claims unseling nd job pl	and paym , job deve acements	ent issue opment, o the bu	s resolu job refe siness c	itions, rral, c comm	IL Labo oordina unity an	or tion of d		
30%	Provides guidance reassigns staff to approves time off abreast of change coordinates the in supervision of a n 3. Establishes and n	views and evaluates the way e and training to assigned s meet day-to-day operating prepares and signs perfor is in policy, procedures and inplementation of corrective on-union supervisor to prov	staff; cou needs; e mance e progran action; c vide relev or employ	nsels staff establishes valuations n operation conducts p vant inform yee perform	regardin annual (Conduc is. Discu re-discipl ation or nance ag	g work p goals an ts meeti usses pr inary me assistan gainst of	berford d obje ings to oblem eeting ce. fice g	mance; ectives; o keep s n areas is under oals and	taff and the		
	objectives which r Peyser services; (production and bu and implements c	nost directly affect the adm collaborates in developmen idget indicators to monitor (inistration t of offic	n of Unem e budget a	ploymen nd condu	t Insurai icts freq	nce ai uent r	nd Wagi reviews	ner- of key		
DIRECTOR	MS SIGNATURE IMM	EDIATE SUPERVISOR SIGNATU	. I.,	GENCY HEA				D	ATE		
1	() 39	TOTAL	ド	nistin P	chand	1 pg fd	11	11/0	6/2020		
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	16. (CONTINUE	D)							
	% OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	I ESSENTIAI	L FUNCTIONS (Continued)			
	10%	4.	level; establishes a the UI Act most dir	and maintains systems to monitor o	office proce	vice delivery programs at the office esses in the application of sections of administration of services and the timely			
	10%	5.	issues, job searche former office staff	es or referrals and separation and i	nonsepara rent staff r	otentially controversial claims, benefit ation adjudication, including those of members. Utilizes Spanish language to			
	05%	6.	Assumes responsi as directed.	bility for overall management of off	ice operati	ions in the absence of the manager or			
	05%	7.	Performs other dut enumerated above	• •	are reasor	nably within the scope of the duties			
	conducting	g and sigr	ND NUMBER OF IM ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	l imposing o	disciplinary action and adjusting grievances			
					WORKIN	IG TITLE (IF ANY)			
	PSA, Opt. PO1 37015-44-60-102-00-41 Call Center Manager								
	18. CHECK TH	IE APPR	OPRIATE BOX IF TH	IS POSITION IS A:					
		RVISOR	OR 🗌 LEAD V	VORKER					
	NOTE: S	uperviso	ry or lead worker res	ponsibilities <u>must</u> be described in a	detailed d	duty statement(s) with a			
	tir	<mark>ne perce</mark> as checke	ntage(s) allotted.	title, position number, and number of s					
ł		Position	Title	Position Number		No. of Incumbents or Funded Vacancies			
,	ES Program R			13650-44-60-102-41-01		3-10			
	ES Program R			13650-44-60-102-41-31	·	2-5			
ŀ	ES Program R		······	13651-44-60-102-41-31		2-5			
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	PERFORM	MANCE O S AND LIC	F THE WORK OF TH CENSURE OR CERTI	IIS POSITION. NOTE: SINCE THERE	ARE NOW	ECESSARY FOR THE SUCCESSFUL V SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"			
	in the social s unemployment and services of the commu- benefit servic Requires abil	ciences, nt insura required inity; ser es and to ity to use	public or business nce programs. Rec to meet client need ve as technical infor o effectively commu a personal comput	administration and three years pro juires thorough knowledge of the IL ls. Requires ability to understand a rmation resource to staff; analyze p inicate verbally and in written form; ter with related software programs.	fessional e Labor Ex and respon problems a to train ar Requires	Achange program, agency programs and to the changing employment needs and procedures to provide effective and supervise professional staff.			

ſ	1. POSITION TIT	LE	WOR	(ING TITLE (IF ANY)		POSITION TI	1 E 2. PC	SITION NU	MBER		
ľ	Existing Position				<u> </u>		~				
	New/Revised Position Employment	Security			29	SS		650-44-2 0-44-22-			
H	Program Rep 3. AGENCY			4. BUREAU/ DIVISION			S EXMT	13650-44-22-320-21-31 S EXMT & WORK 7. AN			8. OFFICE
ł	Existing Position							COUNTY	AUTH	8.AUDIT	USE 11/16/22 - PN
		·								1	
	•	nt of Employment Secu	rity	Service Delivery/ Unemployment Insurance Programs				084	2	R	N
	10. SECTION	_	•	11. UNIT			12. TR. CODE	NSACTION	1	3. EFFECTIN	Æ DATE
ſ	Existing Position									05/01/	2020
	New/Revised Position			Special Programs				021 ESTA			F
	14. WORK LOCATION			15. BARGAINING/TERM	CODE	Ruta Exen		024 POSI 026 CLAR	TON NU IFY	JMBER CH	ANGE
	Existing Position		_					027 ADD 028 WOR 021 ABOL	K COUN		
ľ	New/Revised Position	- Sur a						149 DOW	NWARD		
	Springfield, IL	-	RC062 N				150 LATE				
	% OF TIME	16. COMPLETE CURRE									
•		Under general superv and Wagner-Peyser s insurance benefits, in conducts benefit right nonseparation benefit applicants, provides r loads and extracts cla needs to relevant offic these duties for assig Travels to fairs and w services.	service ne cluding bu s interview t claim iss eferrals, p aims data ce or parti ned works	eds. Provides service ut not limited to interst ws; provides orientation ues. Using the IL Lab placement and follow- using automated syst ner staff, establishes a sites within the service	s related ate, milit on and cl oor Excha up servic ems; refe and main e delivery	I to the p ary and c arifies eli ange sys ses on av ers client tains act y area otl	rocessing other fed gibility fa tem, sele ailable jo s with co ivity repo her than	of claim ctors; ad cts suital b orders mplex iss rts. As di he prima	s for u ide rea judica ble jol or trai sues a recteo ry ass	unemplo adjustm tes o openir ining pro ind/or se d, perfor signed o	yment ent; ogs for ograms; ervice ms ffice.
	25%	 Assesses and ad services related t limited to intersta with clients to det discem employm provides informat use of the IL Labo the registration pi and reviews for co programs. As dire other than the prin interpretive service Performs function 	o the proc te, military ermine ur ent history ion on ava or Exchan rocess to to ompliance ected, per mary assi ces.	essing of claims for u y and other federal or memployment insurance y and work status; pro- ailable job training and ge system, determine facilitate reemployment c; explains client rights forms these duties for gned office. Utilizes S	nemploy trade rea ce claims vides ori d/or educ s relevan nt; assist and res assigne panish la ry, analy	ment ins adjustme monetal entation ational p nt service s in the f ponsibilit d worksit anguage sis and r	urance b nt. Cond ry and no and clari- programs es for the ormation ties as th tes within to assist esolutior	enefits, ir ucts benefits nmoneta ies eligib provides applican of work s ey pertain the servic clients w	ncludin fit rig ry elig ility fa s infor t and search n to be ice de ho rec bes of	ng but n hts inter gibility an ictors; mation of coaches a action enefits livery ar quest or routine,	ot views nd on the s in plan ea need
		2. Performs functions related to receipt, review, entry, analysis and complex and special claims on benefit entitlement programs adm Employment Security (IDES). Loads and extracts claims data us not limited to the Illinois Benefit Information System (IBIS), Illinois directed, performs these duties for assigned worksites within the primary assigned office. ROF CMS SIGNATURE IMMEDIATE SUPERVISOR SUCCEURE AGENCY H BUREAU OF PERSONNEL						by the Illin ated syst (IJL) and divery are	nois E tems i I Gen ea oth	Departme ncluding Tax. As her than	ent of 9 but
Ľ	AS 104 (Dove 104	famel forde			<u> </u>	19	2.96				
	//S-104 (Rev. 10/9		MI 4	MAY 12 REC'D							
μ.	Shand 5/1	2/20 Marile 14	JKIT .								
		G	15ntc	MAY 12 REC'D HNICAL SERVIC	ES						

16. (CONTINUE <u>% OF TIME</u> 20% 10%	 16. COMPLETE CURRENT ANI Assists clients with va Security (IDES) and p Exchange system. As employers and hiring Exchange system for employers; trains client clients with informatio up on training program referrals and need for opportunities; assists applicants and emplo performs these duties assigned office. Trave need interpretive served 4. Adjudicates monetary routine, initial or contine written determinations these duties for assig 5. Advises clients on wo 	partner agencies. Assists or register ssesses, researches and selects cli fairs for job interviews; selects suita applicants requiring services availa ints to use and interpret self-assess on regarding training programs or se ms or job orders for employers requi- additional referrals; verifies and re- with the planning, recruitment, and yers in the use of self-service of the of rassigned worksites within the s els to fairs and worksites. Utilizes Sprices. And nonmonetary benefit claim iss nued claims; investigates, research s; conducts reconsidered determina- ned worksites within the service del ark attitudes, habits, relationships and	d by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or able job openings as listed in the IL Labor ble through computer programs and contacts ment vocational exploration tools; provides elected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both el L Labor Exchange System. As directed, ervice delivery area other than the primary panish language to assist clients who request or ues, providing eligibility determinations for es, and explains case disposition; provides tions and accepts appeals. As directed, performa- ivery area other than the primary assigned office ad attire as related to a specific job referral; refers
10%	clients with more com Conducts employmen claims; processes dat extracts and utilizes d	plex or specialized issues and/or so it workshops to enhance client emp a from file construction and mainter	avice needs to relevant office or partner staff. loyability. Assists clients with registration and nance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6. Establishes and main	tains activity reports to demonstrate	e work activity and detail time charging.
05%	7. Performs other duties enumerated above.	as required or assigned which are	reasonably within the scope of the duties
conductii			e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievance
		13600-44-22-300-22-01	WORKING TITLE (IF ANY)
	t Security Field Office Super	visor 13600-44-22-320-20-01	
SUPE NOTE: S	RVISOR OR LEAD Supervisory or lead worker re- ime percentage(s) allotted. vas checked above, list positior	WORKER sponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
PERFORI ABILITIE: CAN NO	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT LONGER BE USED.	HIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
social/behaves staff member business; or employee U to a certification ability to effect identification of payment processing a ability to sp	vioral sciences or business; er and a minimum of two year four years (6,000 work hou pward Mobility Program may ate of proficiency. Requires of n areas of responsibility; job ectively communicate with er n of inappropriate work search or non-payment of claimants and spreadsheets, database	or requires two years (3,000 work h ars college credits completed with pars) as a department intermittent stat y complete combinations of specific working knowledge of those provision knowledge of employers and their to mployers and/or clients; determine a ch efforts; effectively organize and a s and to use a personal computer with management, electronic mail and in a language at a colloquial skill leve	s college with academic background in ours) of experience as a department intermittent assing grades in social/behavioral sciences or if member; or qualifying state employees, in the proficiency tests and training programs leading ons of the Unemployment Insurance (UI) Act JI and employment service needs. Requires the an effective work search plan for clients and inalyze pertinent information for the determinatio ith related software programs such as word internet. Requires ability to travel. Requires rel in carrying out position duties in

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1. POSITION TIT	TLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TIT		ITION NU	MBER			
Existing Position											
New/Revised Position					<u> </u>						
Employment				29	SS		13650-44-51-101-10-31				
Program Rep		l					44-51-1	-	1-31-		
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							 		4		
	t of Employment Securi	Employment Security Service Delivery/ Field Operations				0	016	Y	R		
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	1	3. EFFECTIV	E DATE	
Existing Position			,					i			
								02/16	/2019		
New/Revised Position			Comiles Linit I					<u>. </u>			
Chicago Regi	on/ Lawrence Local Off	ice	Service Unit I				21 ESTAE 22 EXEM		E CHANG	E	
					MC024 POSITION NUMBER CHANGE						
14. WORK LOCA Existing Position			15. BARGAINING/TERM		Exem		26 CLARI 27 ADDIT				
							28 WORK	COUN			
New/Revised Position							21 ABOLI 49 DOWN		REALLOC	ΔΤΙΟΝ	
2444 West La			. RC062		N	□ MC1	50 LATEF	RAL REA	ALLOCATIO	ON	
Chicago, IL			. KUUDZ		M MC158 UPWARD REALLOCAT						
% OF TIME	16. COMPLETE CURRE		LACCURATE STATEME			SSENTIAI	FUNCTI	ONS			
	Under general superv		the second se						ent Insu	rance	
	and Wagner-Peyser s										
	insurance benefits, in										
[conducts benefit right										
	nonseparation benefit									gs for	
	applicants, provides re										
	loads and extracts cla										
	needs to relevant offic										
	these duties for assign										
	Travels to fairs and w										
	services.		. 0	-			-		•		
25%			ient Unemployment I								
			essing of claims for u								
			and other federal or								
			employment insurance					, ,		nd	
			and work status; pro								
			ailable job training and								
			ge system, determine								
			acilitate reemployme							plan	
			; explains client right								
1			orms these duties for	•							
1			gned office. Utilizes S	panish la	inguage t	o assist cl	ients wh	no req	luest or	need	
	interpretive servic	es.									
250/	2 Dorforme function	o rolatad	a reasint review	سر مسمان							
25%			to receipt, review, ent							ant of	
			on benefit entitleme								
			 Loads and extract ofit Information System 							put	
			nefit Information Systems for assigned wor							the	
	primary assigned		ties for assigned wor	NSILES WIL	nin the se	si vice dell	very are				
		:									
DIRECTOR OF	CMS SIGNATURE	i_ 64.41				AD SIGNAT			D	ATE	
X	mul forde	AM NA	R 2 8 2019	- <i>-</i>	non	osCh z-Ju	on 11-		03/2	2/2019	
<u> </u>	(27	<u>[]]</u>	1.1		yo.	3-30	m		03/2	212019	
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1000 1000	and the second sec										

16. (CONTINUE	יח				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
20%		Assists clients with var Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains clien- clients with information up on training program referrals and need for a opportunities; assists w applicants and employ performs these duties to assigned office. Travel need interpretive service	ious programs and services offered artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availab ts to use and interpret self-assessm regarding training programs or sel s or job orders for employers reque additional referrals; verifies and rec with the planning, recruitment, and e ers in the use of self-service of the for assigned worksites within the se s to fairs and worksites. Utilizes Sp ces.	I by the job see ent skills ble job c ole throu nent voc ected jo esting se ords pla executio IL Labou ervice de anish la	Illinois Department of Employment ekers and employers using the IL Labor ; refers clients to training programs or openings as listed in the IL Labor ligh computer programs and contacts eational exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of incements; as directed, solicits job in of hiring fairs. Coaches both r Exchange System. As directed, elivery area other than the primary inguage to assist clients who request or
10%	4.	routine, initial or contin written determinations;	conducts reconsidered determinat	es, and e ions and	viding eligibility determinations for explains case disposition; provides d accepts appeals. As directed, performs a other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se workshops to enhance client emplo a from file construction and mainten	rvice ne oyability ance foi	as related to a specific job referral; refers eds to relevant office or partner staff. . Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	easonal	bly within the scope of the duties
conductin	g and	LE AND NUMBER OF IM d signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	visor 13600-44-51-101-20-01		
18. CHECK T	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
	RVIS	OR OR 🗌 LEAD V	VORKER		
			sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
If a box w	as cl	bercentage(s) allotted. necked above, list position	title, position number, and number of s	ubordina	te incumbents or authorized funded
headcour					
N/A	Po	sition Title	Position Number		No. of Incumbents or Funded Vacancies
19. SPECIAL					NECESSARY FOR THE SUCCESSFUL
					DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
		GER BE USED.	FICATION IDENTIFIED ON STANDA	KD3, 11	E FRRASE SAME AS SPECIFICATION
Requires know	wle	dge, skills and mental de	evelopment equivalent to four years		
					experience as a department intermittent rades in social/behavioral sciences or
business; or	four	years (6,000 work hours	s) as a department intermittent staff	f membe	er; or qualifying state employees, in the
employee Up	owar	d Mobility Program may	complete combinations of specific	proficie	ncy tests and training programs leading
					e Unemployment Insurance (UI) Act mployment service needs. Requires the
ability to effe	ctive	ly communicate with em	ployers and/or clients; determine a	in effect	ive work search plan for clients and
identification	of ir	appropriate work search	h efforts; effectively organize and a	nalyze p	pertinent information for the determination
					ed software programs such as word Requires ability to travel. Requires
ability to sp	eak	and write the Spanish	language at a colloquial skill leve		
conjunction	wit	h Spanish speaking cli	ients.		

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1. POSITION TITLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position					İ				
New/Revised Position Employment Security Program Representative	<u> </u>		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. A/I AUTH	8.AUDIT	9. OFFICE	
Existing Position									
IL Department of Employment Securi	ty	Service Delivery/ Field Operations			0	016 SACTION	Y 1	R 3. EFFECTIV	
Existing Position					CODE	2019			
New/Revised Position		I Service Unit II				21 ESTAE	LISH		
Chicago Region/ Lawrence Local Off	ice			l Rutan	🛛 🗖 мсо	22 EXEM	PT COD		
14. WORK LOCATION Existing Position	15. BARGAINING/TERM	Exempt	_ ⊠ мСо мСо	26 CLARI 27 ADDIT	FY IONAL I		. CHANGE		
						21 ABOLI	SH		
2444 West Lawrence		RC062		N	13650-44-51=101-31-41 1				
		LACCURATE STATEMEN		I SITION ESS	I SENTIAI	FUNCTI	ONS		
nonseparation benefit applicants, provides re loads and extracts cla needs to relevant offic these duties for assign	claim iss eferrals, p ims data ce or partr ned works	ues. Using the IL Lab lacement and follow- using automated syst ner staff; establishes a sites within the service	oor Excha up servic ems; refe and main e delivery	ange syster es on availa ers clients v tains activit v area other	n, selec able job vith com y report than th	ts suitat orders o plex iss s. As dir e primar	ole job or trai ues a rected ry ass	o openin ning pro nd/or se l, perfor igned o	ograms; ervice ms ffice.
services related to limited to interstat with clients to dete discern employme provides informati use of the IL Labo the registration pr and reviews for co programs. As dire other than the prir	o the proc e, military ermine un ent history on on ava or Exchan ocess to f ompliance cted, perf mary assig	essing of claims for u and other federal or employment insurance and work status; pro ailable job training and ge system, determine acilitate reemployment cacilitate reemployment corms these duties for	nemployi trade rea ce claims vides orio d/or educ s relevar nt; assisti s and res assigned	ment insura djustment. monetary a entation and ational prog at services f s in the forr ponsibilities d worksites	Ince ber Conduct and non d clarifie grams; p or the a nation o s as they within ti	nefits, in ts benef monetar se eligibi provides pplicant f work s y pertair ne servio	cludir it righ y elig lity fa inforr and c earch to be ce del	ig but no its interv ibility ar ctors; mation c coaches action enefits livery ar	ot views nd on the s in olan ea
complex and spec Employment Secu not limited to the I directed, performs	cial claims urity (IDES Ilinois Ben s these du	on benefit entitlemer 6). Loads and extract nefit Information Syste	nt prograi ts claims em (IBIS)	ms adminis data using), Illinois Jo	tered by automa b Link (I	the Illin ted syst JL) and	ois D ems i Gen]	epartme ncluding Гах. As	j but
		E SUPERVISOR SIGNATI	JRE A		SIGNAT	URE		D	ATE
NewRevised Position 02/16/2019 14. WORK LOCATION 15. BARGAINING/TERM CODE Ruternor MA221 ESTABLISH MC222 ESTABLISH MC222 ESTABLISH MC222 EXEMPT CODE CHANGE 14. WORK LOCATION 15. BARGAINING/TERM CODE Ruternor MC224 POSITION NUMBER CHANGE 14. WORK LOCATION 15. BARGAINING/TERM CODE Ruternor MC224 POSITION NUMBER CHANGE 2444 West Lawrence RC062 N MC149 DOWNWARD REALLOCATION 25% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS MC149 DOWNWARD REALLOCATION 36 OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Nonseparation benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates 0 and Wagner-Peyser service needs. Provides statisties and maintains activity reports. As directed, performs these duties for assigned worksites within the service dol									
15-104 (Rev. 10/94) 16-401-0794 Wij / Maye, 4:25-(9	ĿIJ		•						

16. (CONTINUE	D)		
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	 Assists clients with var Security (IDES) and pa Exchange system. As employers and hiring f Exchange system for a employers; trains clien clients with information up on training program referrals and need for opportunities; assists v applicants and employ performs these duties assigned office. Trave need interpretive servi Adjudicates monetary routine, initial or contin written determinations these duties for assign 	ious programs and services offered artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitat applicants requiring services availab ts to use and interpret self-assessm regarding training programs or sel- additional referrals; verifies and reco with the planning, recruitment, and e rers in the use of self-service of the for assigned worksites within the se ls to fairs and worksites. Utilizes Po ces. and nonmonetary benefit claim issu- nued claims; investigates, researche ; conducts reconsidered determinat ned worksites within the service deliver.	by the Illinois Department of Employment job seekers and employers using the IL Labor ant skills; refers clients to training programs or oble job openings as listed in the IL Labor oble through computer programs and contacts nent vocational exploration tools; provides ected jobs and job interview procedures; follows esting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary lish language to assist clients who request or es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se t workshops to enhance client emplo a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6. Establishes and maint	ains activity reports to demonstrate	work activity and detail time charging.
05%	enumerated above.		easonably within the scope of the duties
conductin	N TITLE AND NUMBER OF IM g and signing performance eva cumbent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
		13600-44-51-101-20-01	WORKING TITLE (IF ANY)
		visor 1 3600-44-51-101-30-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:	
		WORKER	
NOTE: S	Supervisory or lead worker re	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
t	me percentage(s) allotted.	•	
If a box w headcour	nt:		ubordinate incumbents or authorized funded
NI/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A 19 SPECIAL	IZED KNOWLEDGES SKILLS	ABILITIES LICENSURE OR CERTIFI	CATION NECESSARY FOR THE SUCCESSFUL
PERFOR	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND
CAN NO	LONGER BE USED.		RDS, THE PHRASE "SAME AS SPECIFICATION"
			s college with academic background in
			burs) of experience as a department intermittent ssing grades in social/behavioral sciences or
			f member; or qualifying state employees, in the
employee U	pward Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
			ns of the Unemployment Insurance (UI) Act II and employment service needs. Requires the
			an effective work search plan for clients and
identification	of inappropriate work searc	h efforts; effectively organize and a	nalyze pertinent information for the determination
			th related software programs such as word
			nternet. Requires ability to travel. Requires in carrying out position duties in conjunction
	speaking clients.		

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New/Revised Positio		WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Employmen	t Security			29	SS		44-51-1 44-51-1			
3. AGENCY	presentative		4. BUREAU/ DIVISION	<u> </u>		5. EXMT CODE	6. WORK	7. A/I	6.AUDIT	9.1
Existing Position						CODE	COUNTY	AUTH	U.NODA	12/1
New/Revised Positio	n ent of Employment Secu	rih/	Service Delivery/ F	ield Oper	ations	0	016	2	R	
10. SECTION	antor Employment Secu	illy	11. UNIT					A EFFECTI	VE D	
Existing Position						0000			05/16	/20
New/Revised Position		E					21 ESTA			
	gion/71stStreetLocalO				Rutan	🗆 мсо	22 EXEM	IONNL		
14. WORK LOC Existing Position			15. BARGAINING/TER	MCODE	Exempt	🗆 мсо	26 CLAR 27 ADDI	IONAL		
							28 WORI	SH		
New/Revised Position			RC062		N		49 DOWN 50 LATER 58 UPWA	RALRE	ALLOCATI	ON
7500 S. Pula % OF TIME	aski; Chicago, IL 16. COMPLETE CURRI									
25%		acement a cts data us coffice or p s for assig ces Spanis d address	nd follow-up service sing automated data partner staff; establis ned worksites within	s on avail systems; hes and r the servi clients w	able job ord refers client naintains ad ce delivery a ho request o	lers or tr is with c ctivity re area, ot or need	aining p complex ports. A ner than interpre	orogra issue s dire the p tive s	ims; is and s icted, irimary ervices.	en
	including but benefit rights eligibility and training and/o system, dete facilitate self- compliance; o assist clients	not limited interviews discem e or educatio mines rel service; a explains ri who requ	ed to the processing d to interstate, militar s with clients to deter mployment history a onal programs; provi evant services for th ssists in the formatic ghts and responsibil est or need interpret	of claims y and oth rmine une nd work s des inform e applicat on of work ities on be ive servic	for unempl er federal o mployment tatus; provin ation on th nt and coac search action enefits prog es.	oyment r trader insuran des info e use of hes in th on plan rams. Ut	insuran eadjust mation f the IL L ne regist and rev ilizes S	ce be ment. ns mo on av .abor ration ration iews f	nefits, Conduc netary ailable Exchar proces for h langua	cts job nge is to age
25%	including but benefit rights eligibility and training and/c system, dete facilitate self- compliance; o assist clients 2. Performs fun complex and of Employme incentive pro	not limited interviews discem e or educatio mines rel- service; a explains ri who requing ctions rela special cl ent Securit grams. Lo	ed to the processing d to interstate, militar s with clients to deter mployment history a onal programs; provi evant services for th ssists in the formatic ghts and responsibil	of claims ry and oth rmine une nd work s des inform e application of work ities on be ive servic v, entry, a lement pr client vou ims data	for unempl er federal o imployment tatus; provin nation on th nt and coac search acti enefits prog es. nalysis and ograms ad r chers or eli using autor	oyment r trader insuran des info e use of hes in th on plan rams. Uf resolut ninistere gibility f nated sy	insuran eadjust ice clain rmation f the IL L ine regist and rev ilizes S ion of al d by the orms for stems in	ce be ment. ns mo on av abor ration iews f panis l type e Illinc targe	nefits, Conduc netary ailable j Exchar proces for h langua s of rou bis Depa et funde ng but n	cts job nge is to age tine afr

16. (CONTINUE									
% OF TIME	16. COMPLETE CURRENT ANI	DACCURATE STATEMENT OF POSITIO	NESSENTIAL FUNCTIONS (Continued)						
20%	Security (IDES) a Labor Exchanges refers clients to er IL Labor Exchang contacts employe job interview proc determine status o directed, solicits jo Coaches both app	nd partner agencies. Assists or reg system. Assesses client skills, res mployers and hiring fairs for job in ge system for applicants requiring s rs; provides clients with informatio edures; follows up on job orders for of referrals and need for additional ob opportunities; assists with the p plicants and employers in the use of id worksites. Utilizes Spanish lang	offered by the Illinos Department of Employment gisters job seekers and employers using the IL earches and modifies the skills to match the client; terviews; selects suitable job openings as listed in services available through computer programs and n regarding selected training programs or jobs and or employers requesting service from IDES to I referrals; verifies and records placements; as lanning, recruitment, and execution of hiring fairs. of self-service of the IL Labor Exchange System. uage to assist clients who request or need						
10%	continued claims;		gibility determinations for routine, initial or lains case disposition; provides written Ins and accepts appeals.						
10%	relationships and specialized servic client employabilit	attire as related to a specific job re e to relevant office or partner staff y. Assists clients with registration	advises clients on work attitudes, habits, eferral; refers clients with more complex or . Conducts employment workshops to enhance and claims; processes data from file construction ata files; extracts and utilizes data.						
05%	6. Establishes and m	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.							
05%	 Performs other du enumerated above 		n are reasonably within the scope of the duties						
conductin			le for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievances						
	37015-44-51-102-00-01		Local Office Manager						
18. CHECK TH	HE APPROPRIATE BOX IF TH	IS POSITION IS A:							
	RVISOR OR 🗌 LEAD V	NORKER							
		ponsibilities <u>must</u> be described in	a detailed duty statement(s) with a						
	me percentage(s) allotted. as checked above, list position	title, position number, and number of	subordinate incumbents or authorized funded						
headcour	nt:								
N/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
		······							
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	TICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires know	owledge, skills and mental d		rs college with academic background in						
			nours) of experience as a department intermittent bassing grades in social/behavioral sciences or						
business; or	four years (6,000 work hour	s) as a department intermittent sta	Iff member; or qualifying state employees, in the						
			c proficiency tests and training programs leading on sof the Unemployment Insurance (UI) Act						
impacting or	areas of responsibility; job l	knowledge of employers and their	UI and employment service needs. Requires the						
			an effective work search plan for clients and analyze pertinent information for the determination						
of payment of	or non-payment of claimants	and to use a personal computer w	vith related software programs such as word						
ability to sp	eak and write the Spanish	language at a colloquial skill le	internet. Requires ability to travel. Requires vel in carrying out position duties in						
conjunction	with Spanish speaking cli	ients.							



1. POSITION TITLE	W	WORKING TITLE (IF ANY) BILINGUAL OPOSITION TITLE OPTION CODE 2. POSITION NUMBE						IUMBER		
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	29	9		SS	13650	0-44-	51-	102-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	IT	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Field Operations			0	016	2	R		12/16/22 - Update subords. PNC
10. SECTION		11. UNIT 12. TRANSACTION 13. EF CODE DATE					EFFECTIVE TE			
EXISTING POSITION						□ MA021 ESTABLISH 01/16/			01/16/2023	
						☐ MA022 EXEMPT CODE CHANGE				
NEW/REVISED POSITION						☐ MC024 POSITION NUMBER CHANGE				
Chicago Region/ 71 st Stree Local Office	t	Service Unit II				⊠ MC026 0	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT		AN MPT	MC027 ADDITIONAL IDENTICAL CHANGE				
EXISTING POSITION	□ MC028 WORK COUNTY				TY C	HANGE				
EVISTING LOSITION	EXISTING POSITION					□ MD021 A		-		
NEW/REVISED POSITION										LLOCATION
		Deaca		NI		□ MC150 LATERAL REALLOCATION				
1515 East 71 st Street Chicago, IL		RC062		N		□ MC158 UPWARD REALLOCATION				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides offentation and rederally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
	Utilizes Spanish language to assist clients who request or need interpretive services
25%	2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)
	 Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	 Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	 Assists or registers job seekers and employers using the IL Labor Exchange system Assesses, researches and selects client skills Refers clients to training programs or employers and hiring fairs for job interviews Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers Trains clients to use and interpret self-assessment vocational exploration tools Provides clients with information regarding training programs or selected jobs and job interview procedures Follows up on training programs or job orders for employers requesting service from IDES
	 to determine status of referrals and need for additional referrals Verifies and records placements As directed, solicits job opportunities

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Assists with the planning, recruitment, and execution of hiring fairs Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites Utilizes Spanish language to assist clients who request or need interpretive services
10%	 Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims
	 Investigates, researches, and explains case disposition Provides written determinations
	 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 Illinois Department of Employment Security (IDES) automated data files Extracts and utilizes data
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, o	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and rievances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
	ent Security Field Office Supervisor 13600-44-51-102-20-01 13600-44-51-102-10-01
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:
□ Supervis	sor 🛛 Lead Worker



18. CHECK THE APPROPRIATE BO	DX IF THIS POSITION IS A:	
	as checked above, list position title, p	in a detailed duty statement(s) with a time osition number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
SUCCESSFUL PERFORMANCE OF OPTIONS OF SKILLS AND ABILITIE PHRASE "SAME AS SPECIFICATION	F THE WORK OF THIS POSITION. NOT ES AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE
Minimum Qualifications		
	Ils and mental development equivaler navioral sciences or business; OR	nt to four (4) years college with academic
		department intermittent staff member and ssing grades in social/behavioral sciences
Requires four (4) years (6,000 work hours) as a department ir	itermittent staff member.
	n the employee Upward Mobility Prog successful completion of specific prof	gram shall have the stated requirements of ficiency tests and training programs.
	and write the Spanish language at a ction with Spanish speaking clients.	colloquial skill level in carrying out
20. CONDITIONS OF EMPLOYMEN	ІТ	
	avel, including overnight stays Police background check and self-d	isclosure of any criminal history
encompassing or to address all resp		
results oriented individual to se services related to unemploym claims eligibility, and providing someone who has a strong kn Unemployment Insurance (UI)	erve as a Program Representative nent insurance benefits, such as de employment services. This position owledge of federal and state laws eligibility and is dedicated to ensu	ng an organized, professional, and e. Responsibilities include providing etermining unemployment insurance on provides a great opportunity for pertaining to employment and uring UI benefit accuracy. The ideal s and have experience assisting clients
in an employment service prog human resource development excellent benefits, and a pensi	gram, social service program or rel or social welfare services. IDES o	lated area providing employment, offers a competitive compensation plan, our innovative team to help make a



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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



1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILING			ION TITLE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pr	ogram Representative	03	3		СН	13650)-44-5	1-107-10-21	
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	2	R		
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTIVE CODE DATE					
EXISTING POSITION						□ MA021 ESTABLISH 01/16/20			01/16/2023	
			☐ MA022 EXEMPT CODE CHANG			CHANGE				
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE						
Chicago Region/ Pilsen Local Office		Service Unit I				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT		MC027 ADDITIONAL IDENTICAL CHANGE				
EXISTING POSITION							′ CHANGE			
EVISTING LOSITION	EXISTING POSITION					□ MD021 A		-		
								EALLOCATION		
NEW/REVISED POSITION						☐ MC150 LATERAL REALLOCATION				
1700 West 18th Street Chicago, IL		RC062			N	□ MC158 UPWARD REALLOCATION				

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Assists with the planning, recruitment, and execution of hiring fairs Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites
	Utilizes Chinese language to assist clients who request or need interpretive services
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims
	 Investigates, researches, and explains case disposition Provides written determinations
	Conducts reconsidered determinations and accepts appeals
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	 Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral
	 Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff
	 Conducts employment workshops to enhance client employability
	 Assists clients with registration and claims Processes data from file construction and maintenance for all relevant Illinois Department of
	 Employment Security (IDES) automated data files Extracts and utilizes data
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, c	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
F ara la	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-51-107-10-31 THE APPROPRIATE BOX IF THIS POSITION IS A:
Supervis	or 🗌 Lead Worker



18. CHECK THE APPROPRIATE BC	DX IF THIS POSITION IS A:	
	as checked above, list position title, p	n a detailed duty statement(s) with a time osition number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
SUCCESSFUL PERFORMANCE OF OPTIONS OF SKILLS AND ABILITIE PHRASE "SAME AS SPECIFICATIC	S AND LICENSURE OR CERTIFICATIO	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE
Minimum Qualifications		
	Is and mental development equivaler avioral sciences or business; OR	nt to four (4) years college with academic
		department intermittent staff member and ssing grades in social/behavioral sciences
Requires four (4) years (6	6,000 work hours) as a department in	termittent staff member.
	n the employee Upward Mobility Proc successful completion of specific prof	gram shall have the stated requirements of ficiency tests and training programs.
	and write the Chinese language at a ction with Chinese speaking clients.	colloquial skill level in carrying out
20. CONDITIONS OF EMPLOYMEN	Т	
	vel, including overnight stays Police background check and self-di	sclosure of any criminal history
encompassing or to address all respo		
results oriented individual to se services related to unemploym claims eligibility, and providing someone who has a strong kno Unemployment Insurance (UI) candidate for this position will h in an employment service prog human resource development excellent benefits, and a pensi	erve as a Program Representative ent insurance benefits, such as de employment services. This position owledge of federal and state laws eligibility and is dedicated to ensu- nave excellent organizational skills gram, social service program or rel- or social welfare services. IDES o	iring UI benefit accuracy. The ideal s and have experience assisting clients ated area providing employment, ffers a competitive compensation plan, our innovative team to help make a



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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

Ensist Product 29 SS 13550-44-51-107-10-31 Employment Security Program Representative 29 SS 13550-44-51-107-10-31 SAGEMCY 4. BUREAU/DIVISION 12001 10001 10001 10001 SAGEMCY 4. BUREAU/DIVISION 12001 100011 100011 100011	Entrop Position 29 SS 13550-44-51-107-0.31 Employment Security	1. POSITION TI	TLE	WOR	(ING TITLE (IF ANY)	BILINGUAL CODE	POSIT	ION TITLE ON CODE	2. POSITION NUMBER						
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MAR 20 217 Thomas Chan by John 03/22/2019	MAR 28 213 Thomas Chan 03/22/2019	25%	complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois 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												
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	15/104 (Rev. 10/94) IL 407-0794		11 /1 27	<u> </u>	AR 28 2217			prof	- Set	m		03/2	2/2019		

16. (CONTINUE	D)				
% OF TIME	16. CC	OMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	SSENTIAL FUNC	Department of Employment
20%	E E E E E C C C C C C C C C C C C C C C	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists w applicants and employed berforms these duties fa assigned office. Travels need interpretive service Adjudicates monetary a routine, initial or continu- written determinations;	and nonmonetary benefit claim issu ued claims; investigates, researche conducts reconsidered determinati	iob seekers and at skills; refers le job opening e through com- ent vocational cted jobs and sting service fr rds placement ecution of hir Labor Excha- vice delivery a nish language es, providing es and explains ons and accep	nd employers using the IL Labor clients to training programs or s as listed in the IL Labor nputer programs and contacts exploration tools; provides job interview procedures; follows om IDES to determine status of ts; as directed, solicits job ing fairs. Coaches both ange System. As directed, area other than the primary e to assist clients who request or eligibility determinations for s case disposition; provides ots appeals. As directed, performs
10%	5. A 0 0	Advises clients on work clients with more comp Conducts employment claims; processes data extracts and utilizes da	ed worksites within the service delive attitudes, habits, relationships and lex or specialized issues and/or ser workshops to enhance client emplo from file construction and mainten ta. As directed, performs these dution the primary assigned office.	attire as relat vice needs to yability. Assis ince for all rele	ed to a specific job referral; refers relevant office or partner staff. sts clients with registration and evant IDES automated data files;
05%	6. E	Establishes and mainta	ins activity reports to demonstrate	vork activity a	nd detail time charging.
05%	e	enumerated above.	as required or assigned which are r	-	
conductin	g and s		IEDIATE SUPERVISOR (Responsible uations; effectively recommending and		
				WORKING TIT	LE (IF ANY)
Employment	Secur	rity Field Office Supervi	isor 13600-44-51-107-20-31		
18. CHECK T	HE APP	PROPRIATE BOX IF THI	S POSITION IS A:		· · · · · · · · · · · · · · · · · · ·
	RVISO	R OR 🗌 LEAD W	VORKER		
			ponsibilities <u>must</u> be described in a	detailed duty s	tatement(s) with a
		rcentage(s) allotted.	title, position number, and number of su	hordinate incun	abents or authorized funded
headcour		ckeu above, list position t	inte, position number, and number of st		ibents of authorized funded
	Positi	ion Title	Position Number	No.	of Incumbents or Funded Vacancies
N/A			ABILITIES, LICENSURE OR CERTIFI		
PERFOR	MANCE	E OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NOW SEV	ERAL OPTIONS OF SKILLS AND
		LICENSURE OR CERTI ER BE USED.	FICATION IDENTIFIED ON STANDAR	DS, THE PHRA	ASE "SAME AS SPECIFICATION"
			velopment equivalent to four years		
			r requires two years (3,000 work ho s college credits completed with pa		
business: or	four ve	ears (6,000 work hours	as a department intermittent staff	member; or a	ualifying state employees, in the
employee Up	oward	Mobility Program may	complete combinations of specific	roficiency test	ts and training programs leading
			orking knowledge of those provisio		
			nowledge of employers and their U ployers and/or clients; determine a		
identification	of ina	ppropriate work search	efforts; effectively organize and an	alyze pertiner	it information for the determination
			and to use a personal computer wit		
			management, electronic mail and ir language at a colloquial skill leve		
		Spanish speaking cli		sarrying '	

2

Existing Position	LE	WOR	KING TITLE (IF ANY)	BILINGUAL CODE		ION TITLE	2. POSITION NUMBER						
					[
New/Revised Position					1 								
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Program Repr	resentative							44-51-1(6. WORK	7. A/I	01	9. OFFICE		
3. AGENCY Existing Position			4. BUREAU/ DIVISION				5. EXMT CODE	CODE COUNTY AUTH 8.AUDIT L					
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	t of Employment Securi	ty	÷		allona	,	0 016 Y R 12. TRANSACTION 13. EFFECTIVE DAT				EDATE		
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Chicago, IL			RC062			N		58 UPWA					
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	Under general superv									ent Insui	ance		
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16. (CONTINUE	D)		
% OF TIME	16. COMPLETE CURRENT A	ID ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	Security (IDES) and p Exchange system. A employers and hiring Exchange system for employers; trains clies clients with informatio up on training progra referrals and need fo opportunities; assists applicants and employ performs these duties	bartner agencies. Assists or registers ssesses, researches and selects clie fairs for job interviews; selects suital applicants requiring services availability ints to use and interpret self-assessin on regarding training programs or sel ms or job orders for employers requer r additional referrals; verifies and rec- with the planning, recruitment, and on overs in the use of self-service of the	d by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts ment vocational exploration tools; provides lected jobs and job interview procedures; follows esting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary
10%	routine, initial or cont written determination	inued claims; investigates, researche s; conducts reconsidered determinat	ues, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more con Conducts employme claims; processes da extracts and utilizes of	nplex or specialized issues and/or se nt workshops to enhance client empl ta from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and nance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6. Establishes and mair	tains activity reports to demonstrate	work activity and detail time charging.
05%	7. Performs other duties enumerated above.	s as required or assigned which are r	easonably within the scope of the duties
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
· · ·		13600-44-51-107-20-31	WORKING TITLE (IF ANY)
Employment	Security Field Office Supe	rvisor 1 3600-44-51-107-30-31	
	HE APPROPRIATE BOX IF T		
		WORKER	
NOTE: S	upervisory or lead worker r	esponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me percentage(s) allotted.	·	
headcour	nt:	n title, position number, and number of s	ubordinate incumbents or authorized funded
N/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
PERFOR ABILITIE	MANCE OF THE WORK OF 1	HIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
			s college with academic background in
social/behav	ioral sciences or business;	or requires two years (3,000 work ho	ours) of experience as a department intermittent
			assing grades in social/behavioral sciences or f member; or qualifying state employees, in the
employee U	oward Mobility Program ma	y complete combinations of specific	proficiency tests and training programs leading
to a certificat	e of proficiency. Requires	working knowledge of those provisio	ins of the Unemployment Insurance (UI) Act
			JI and employment service needs. Requires the an effective work search plan for clients and
			nalyze pertinent information for the determination
of payment of	or non-payment of claimant	s and to use a personal computer wi	th related software programs such as word
processing a	ind spreadsheets, database	e management, electronic mail and ir	nternet. Requires ability to travel.

 applicants, loads and eneeds to rethese duties Travels to fiservices. 25% Assess service limited with clied discern provide use of fithe reg and rev program other the interpret 25% Perform comple Employ not limited 		WOR	KING TITLE (IF AN	NY)	BILINGUAL		ION TITLE	2. POS	TION NU	MBER		
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Metro South Region/ Harver 14. WORK LOCATION Existing Position New/Revised Position Harvey, IL % OF TIME 16. COMPLE Under generation and Wagnerinsurance brook conducts bernonseparation applicants, loads and error needs to rethrese duties Travels to fraservices. 25% 1. Assess services. 25% 25% 25% 25% 25% 25% 25% 25%											02/16/	/2019
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Existing Position Harvey, IL % OF TIME 16. COMPLE Under generation and Wagnerinsurance bic conducts be nonseparated applicants, loads and eneeds to rethese duties Travels to fiservices. 25% 1. Assesses service limited with clied discernering provide use of the regrand reverse of the reverse of the reserse of the reverse of the rev			15. BARGAININ	G/TERM	CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE
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 Harvey, IL % OF TIME 16. COMPLE Under generation and Wagnerinsurance biological conducts being and plicants, loads and enceds to react these duties. Travels to fistervices. 25% 25% Assess service limited with clied discerning provide use of the regrand revision other the interpretation. 25% Perform complete Employ not limit directed 									28 WORK 21 ABOLI	SH		
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 and Wagnerinsurance bioconducts beinsurance bioconducts beinsurance, biods and enceds to reithese duties. Travels to fiservices. 25% Assession service limited with clied discerning provide use of the reguland reving and reving program other the interpretation. 25% Perform complete Employ not limited directed to the result of th	LETE CURR	ENT AND	ACCURATE STA	ATEMEN	VI OF PC				FUNCT	UNS loum	antineu	rance
comple Employ not limi directed	ation benefi s, provides r I extracts cla relevant offi ies for assig b fairs and w sses and ad ces related t d to intersta clients to de rn employm des informa of the IL Lab egistration p eviews for co rams. As dire	t claim iss referrals, p aims data ce or parti ned works vorksites. Idresses of to the prod te, military termine un termine un termi	ws; provides of sues. Using the olacement and using automat ner staff; estab sites within the Utilizes Spanis cessing of clain y and other fed nemployment in y and work stat ailable job train nge system, de facilitate reemple; explains clie forms these du igned office. Utility	e IL Lab follow-u ed syste blishes a service th langu yment lin ns for u leral or nsurand tus; pro hing and termine ploymen nt rights uties for	por Exch up servic ems; ref and main e delivery age to a nsurance nemploy trade rea ce claims vides or d/or educ es releva nt; assist s and res	ange es of ers cl atains y area ssist e and ment adjus s mor ientat catior nt se ts in t spons ed wo	system n availa lients w activity a other clients Wagnet tinsura tment. netary a tion and prog rvices f the form sibilities rksites	n, selec able job vith com y report than th who re er-Peys nce be Conduc and non d clarifie grams; for the a nation c s as the within t	ts suitab orders of plex iss s. As dir e primal quest or er servio nefits, in ts bene moneta es eligib provides orovides opplicant of work s y pertair he servi	ble job or trai ues a rected ry ass need cludir fit righ ry elig ility fa infor t and bearch t to be ce de	o openin ning pro nd/or se l, perfor signed o l interpr eds. Pro ng but n nts inter gibility an ictors; mation of coaches n action enefits livery an	ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea
	olex and spe oyment Sec mited to the	ecial claim curity (IDE Illinois Be ns these d	to receipt, revi s on benefit en S). Loads and enefit Informatio uties for assign	ntitlemer I extract on Syst	nt progra ts claims em (IBIS	ams a s data 6), Illii	idminis Lusing nois Jo	tered by automa b Link (y the Illir ited sysf IJL) and	nois D ems i Gen	epartm includin Tax. As	ent of g but
DIRECTOR OF CMS SIGNATUR	URE	IMMEDIA	E SUPERVISOR	SIGNAT				SIGNAT			1	DATE
famel forde				: .		th	ma	2-Ch	an	: ئىخ	03/	22/2019
// // 27	7	<u>Lis M</u>	rk 58 5513					0		-		
MS-104 (Rev. 1094) 10 401-0794	1,25-19			\mathcal{O}								

16. (CONTINUE	D)		
% OF TIME	16. COMPLETE CURRENT ANI	DACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	Security (IDES) and pa Exchange system. As employers and hiring f Exchange system for a employers; trains client clients with information up on training program referrals and need for opportunities; assists of applicants and employ performs these duties assigned office. Trave need interpretive servite	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availab its to use and interpret self-assessment regarding training programs or selects or job orders for employers reque additional referrals; verifies and reconvict the with the planning, recruitment, and evers for assigned worksites within the sel is to fairs and worksites. Utilizes Spa- ces.	by the Illinois Department of Employment job seekers and employers using the IL Labor int skills; refers clients to training programs or one job openings as listed in the IL Labor the through computer programs and contacts nent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or
10%	routine, initial or contir written determinations	nued claims; investigates, researche ; conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more com Conducts employment claims; processes dat extracts and utilizes da	plex or specialized issues and/or set t workshops to enhance client emplo a from file construction and mainten	attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6. Establishes and maint	ains activity reports to demonstrate	work activity and detail time charging.
05%	enumerated above.		easonably within the scope of the duties
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Superv	visor 13600-44-53-101-20-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:	
		WORKER	
		sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	me percentage(s) allotted.		the address to a success of the standard
If a box w headcour	t:		ubordinate incumbents or authorized funded
N/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
	ZED KNOWLEDGES. SKILLS	ABILITIES, LICENSURE OR CERTIFI	L CATION NECESSARY FOR THE SUCCESSFUL
PERFOR	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND
CAN NO	LONGER BE USED.		RDS, THE PHRASE "SAME AS SPECIFICATION"
			college with academic background in
			ours) of experience as a department intermittent ssing grades in social/behavioral sciences or
			member; or qualifying state employees, in the
employee Up	ward Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
			ns of the Unemployment Insurance (UI) Act II and employment service needs. Requires the
			n effective work search plan for clients and
identification	of inappropriate work searc	h efforts; effectively organize and an	nalyze pertinent information for the determination
			th related software programs such as word
			nternet. Requires ability to travel. Requires I in carrying out position duties in
	with Spanish speaking cl		

POSITION DESCRIPTION

1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITLE	OPTION TITLE 2. POSITION NUMBER				
Existing Position					0. 10100000	13650	13650-44-53-220-42-31			
New/Revised Position Employment S Program Repr				29	SS	13650	-44-53-	104-1	0-31	
3. AGENCY		1	4. BUREAU/ DIVISION	1	I	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position		D = ===="t	Service Delivery/ F	Field Oper	ations	0	016	Y	R	
IL Department	of Employment	Security	11. UNIT			12 TRAN	SACTION		3. EFFECTIV	E DATE
Existing Position	· · · · · · · · · · · · · · · · · · ·					CODE				
Metro South R	legion		Employment Servi	ces					07/16/	2018
New/Revised Position							21 ESTAE			_
Metro South R	legion/ Burbank L				Rutan	🖾 мсо	22 EXEMI 24 POSIT	ION NU		
14. WORK LOCA Existing Position	TION		15. BARGAINING/TER		Exempt	П мсо	26 CLARI 27 ADDIT	IONAL		
Existing toolion							28 WORK 21 ABOLI		TY CHANG	ε
New/Revised Position			RC06	2	N		49 DOWN 50 LATEF			
Maywood, IL			ł				58 UPWA	RD RE/		
% OF TIME	16. COMPLETE C	CURRENT AND	ACCURATE STATEM an assigned area, a	ENT OF PC	DSITION ESS	SENTIAL	FUNCT		ent Insu	rance
	and Wagner-Pe insurance benefi conducts benefi benefit claim iss openings, provie processes and needs to the ap performs these assigned office.	yser service ne fits, including bu t right interview sues. Through des referrals, pl extracts data us propriate office duties for assig Provides interp	eds. Provides servic ut not limited to inter vs; provides orientati the use of the IL Lat lacement and follow- sing automated data or partner staff; esta ned worksites withir pretive services for S	ces related state, milit on and cla oor Exchar -up service systems; ablishes an the servic Spanish sp	I to the proc eary, other fe nifies eligibinge system, es on availa refers client nd maintain ce delivery a beaking client	essing ederal o lity facto matche ble job s with c s activity area, oth nts.	of claims r trade r ors; adju es candio orders o omplex y reports ner than	s for u eadju dicate dates r trair issue s. As i the p	Inemplo stment; es minor to job ning prog s and se needed, rimary	yment grams; ervice
25%	insuran informa of the II the regi and rev	ce claims mone tion on availabl _ Labor Exchan stration proces iews for compli	guage when necessa etary eligibility and d le job training and/or nge system, determin s to facilitate self-se ance; explains rights	iscern emp r educatior nes approp rvice; assi s and resp	ployment his nal program priate servic sts in the fo onsibilities	story an s; provid e for the rmation on bene	d work s des infor e applica of work fits prog	status matic ant an searc jrams	; provide on on the id coach ch actior	es e use nes in
25%	progran	ns administered	all types of routine, o d by IDES; process o oads and extracts da	client vouc	hers or elig	bility fo	n benefit rms for t	t entit arget	lement funded	or tax
 20% 3. Assists clients with various programs and services offered by IDES and partner agencies, using a 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 throug 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 Labor Exchange System. Travels to fairs and worksites. 							a IL the rough cted from f the IL			
DIRECTOR OF (CMS SIGNATURE	IMMEDIA	TE SUPERVISOR SIGNA	ATURE A	GENCY HEA	SIGNA				DATE
1 2.1	R J. K.		AUG 0 5 20m			500	May		07/	31/2018
CMS-104 (Rev. 10	10-315	21:		-						

16. (CONTINUE	D)									
% OF TIME	16. COM	IPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)					
10%	 Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. 									
10%	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 m	aintains activity reports to demonst	rate wo	rk activity and detail time charging.					
05%	7.	Performs other dut enumerated above		are reas	sonably within the scope of the duties					
conducting	 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.) 									
		······································		WORK	(ING TITLE (IF ANY)					
PSA, Opt. 1	37015	-44-53-104-00-01		Local	Office Manager					
18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:							
	RVISOR	OR 🗌 LEAD V	WORKER							
NOTE: S	unondoa	ry or load worker rea	sponsibilities <u>must</u> be described in a	dataila	d duty statement(s) with a					
ti	me perce as check	entage(s) allotted.	title, position number, and number of s							
	Positior	Title	Position Number		No. of Incumbents or Funded Vacancies					
N/A	1 00.001									
				•						
PERFOR	MANCE (S AND L I	of the work of the censure or cert	HIS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND HE PHRASE "SAME AS SPECIFICATION"					
social/behav staff member business; or provisions of service need search plan f information f software pro- Requires abi	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	WO	RKING TITLE (IF ANY)	BILINGU			ION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	gram Representative	29			SS	13650-44-53-104-20-31			104-20-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	лт	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Ormiter Delivery/Field								
IL Department of Employm	ent	Service Delivery/ Field Operations			0	016	2	F	ł	
10. SECTION		11. UNIT				12. TRANS	ACTION	I	13. DA	EFFECTIVE TE
EXISTING POSITION						□ MA021 E	ESTABLISH 01/16/2023			01/16/2023
						□ MA022 E	EXEMPT		DE C	HANGE
NEW/REVISED POSITION						□ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Metro South Region/ Burba Local Office	ınk	Service Unit II				⊠ MC026 0	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTA EXEN		□ MC027 A CHANGE □ MC028 V				
EXISTING POSITION										
								-	REA	LLOCATION
NEW/REVISED POSITION				_		□ MC150 L				
Burbank, IL		RC062		1	N			PWARD REALLOCATION		

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
<u>TIME</u> 25%	 Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES) Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors Provides information on available job training and/or educational programs Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment Assists in the formation of work search action plan and reviews for compliance Explains client rights and responsibilities as they pertain to benefits programs Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program As directed, performs these duties for assigned worksites within the service delivery area
	 other than the primary assigned office Utilizes Spanish language to assist clients who request or need interpretive services
25%	 Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)
	 Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Assists with the planning, recruitment, and execution of hiring fairs Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites
	 Utilizes Spanish language to assist clients who request or need interpretive services
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims
	 Investigates, researches, and explains case disposition Provides written determinations
	 Conducts reconsidered determinations and accepts appeals
	 As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	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 Illinois Department of
	 Employment Security (IDES) automated data files Extracts and utilizes data
	 As directed, performs these duties for assigned worksites within the service delivery area
	other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, c	DN TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
	nt Security Field Office Supervisor 13600-44-53-104-20-01
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:
□ Supervis	or 🗌 Lead Worker



18. CHECK THE APPROPRIATE BC	DX IF THIS POSITION IS A:							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.								
Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A								
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.								
Minimum Qualifications								
	ls and mental development equivaler avioral sciences or business; OR	nt to four (4) years college with academic						
	, ,	department intermittent staff member and ssing grades in social/behavioral sciences						
Requires four (4) years (6	6,000 work hours) as a department in	termittent staff member.						
	n the employee Upward Mobility Prog successful completion of specific prof	ram shall have the stated requirements of iciency tests and training programs.						
	and write the Spanish language at a tion with Spanish speaking clients.	colloquial skill level in carrying out						
20. CONDITIONS OF EMPLOYMEN	Т							
	vel, including overnight stays Police background check and self-di	sclosure of any criminal history						
encompassing or to address all respo								
results oriented individual to se services related to unemploym claims eligibility, and providing someone who has a strong kno Unemployment Insurance (UI) candidate for this position will h in an employment service prog human resource development excellent benefits, and a pensit	erve as a Program Representative ent insurance benefits, such as de employment services. This position owledge of federal and state laws eligibility and is dedicated to ensu- nave excellent organizational skills rram, social service program or rel or social welfare services. IDES o	ring UI benefit accuracy. The ideal s and have experience assisting clients ated area providing employment, ffers a competitive compensation plan, our innovative team to help make a						



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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



1. POSITION TITLE	WO	RKING TITLE (IF ANY)	BILINGU			ION TITLE ON CODE	2. PO	SITIC	N N	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Pro	gram Representative	29			SS	1365	0-44	-53-	105-30-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	лт	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION		Ormiter Delivery/Field								
IL Department of Employment Security	ent	Service Delivery/ Field Operations			0	099	2	F		
10. SECTION		11. UNIT				12. TRANS CODE	ACTION	l	13. DA	EFFECTIVE TE
EXISTING POSITION						□ MA021 E	ESTABL	ISH		01/16/2023
						□ MA022 E	EXEMPT		DE C	HANGE
NEW/REVISED POSITION						□ MC024 F	POSITIC	N NL	JMBE	ER CHANGE
Metro South Region/ Joliet Local Office		Service Unit III				⊠ MC026	CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTA EXEM		CHANGE	ADDITIC	NAL	IDEN	NTICAL
						□ MC028 \	NORK C	COUN	TY C	CHANGE
EXISTING POSITION						□ MD021 A	ABOLISH	H		
NEW/REVISED POSITION						□ MC149 [DOWNW	/ARD	REA	ALLOCATION
		RC062		١	N	□ MC150 L	ATERA	LRE	ALLC	DCATION
Joliet, IL					-	🗆 MC158 l	JPWARI	D RE	ALLC	DCATION

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites Utilizes Spanish language to assist clients who request or need interpretive services
10%	 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims Investigates, researches, and explains case disposition Provides written determinations Conducts reconsidered determinations and accepts appeals As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	 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 Illinois Department of Employment Security (IDES) automated data files Extracts and utilizes data As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)
	WORKING TITLE (IF ANY)
Employmer	nt Security Field Office Supervisor 13600-44-53-105-30-01
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:
□ Supervise	or 🗆 Lead Worker

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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

POSITION DESCRIPTION

1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	BILINGUAL	POSITIO	ON TITLE N CODE	2. POS	TION NU	MBER		
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New/Revised Position Employment S Program Repr				29	s	S	13650	-44-54-1	102-1	0-31	
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Existing Position											
New/Revised Position			Service Delivery/ Field	Operatio	ons		0	056	Y	R	
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	insurance benefits, in	cluding	g but not limited to inters	state, mili	tary, o	ther fe	deral o	r trade r	eadju	stment;	
	conducts benefit right	interv	iews; provides orientatio	on and cla	arifies	eligibil	ity facto	ors; adju	dicate	es minor	•
	benefit claim issues.	Inrou	gh the use of the IL Lab , placement and follow-	or Exchai up servici	nge sy es on a	/stem, availat	maiche ble iob d	orders o	r train	ina proc	arams:
	processes and extrac	ts data	a using automated data	systems;	refers	clients	s with c	omplex	issue	s and se	ervice
	needs to the appropri	ate off	ice or partner staff; esta	blishes a	nd ma	intains	activity	/ reports	5. As i	needed,	
1	performs these duties	s for as	signed worksites within	the servi	ce deli	ivery a	rea, oth to	her than	the p	rimary	
	assigned office. Prov	ides in	terpretive services for S	panish sp	eaking	g clien	15.				
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	insurance cla	ims m	onetary eligibility and di	scern em	ploym	ent his	tory an	d work s	status	; provide	es Nuso
	of the IL Lab	n avaii ar Excl	able job training and/or nange system, determin	equication	oriate :	service	e for the	es mor	ant an	d coach	e use les in
	the registratio	on proc	cess to facilitate self-ser	vice; assi	sts in t	the for	mation	of work	searc	h actior	n plan
	and reviews	for con	npliance; explains rights	and resp	onsibi	ilities o	n bene	fits prog	rams		
25%	2 Takes and p	00055	es all types of routine, c	omolex a	nd sne	ecial cl	aims or	n benefit	entitl	ement	
25%	programs ad	ministe	red by IDES; process c	lient vouc	hers c	or eligit	cility for	ms for t	arget	funded	or tax
	incentive pro	grams.	Loads and extracts da	ita from a	utoma	ited sys	stems.		-		
000/	2 Assists alignt	o with	various programs and s	onvices o	fforod		bne 2	nartner	anen	اين عمام	ina the
20%	3. Assists client	s with Liade v	various programs and s vhen necessary. Assists	s or reaist	ers iol	b seek	ers and	l employ	ers u	sing the	
	Labor Excha	nge sy	stem. Assesses client s	skills, rese	earche	es and	modifie	s the sk	ills to	match	the
	client; refers	clients	to employers and hiring	g fairs for	job int	erview	s; sele	cts appr	opriat	e job	
	openings as	listed i	n IL Labor Exchange sy	stem for a	applica	ants re	quiring	services	s avai	lable th	rough
	iobs and iob	intervie	and contacts employer w procedures; follows u	s, provide	orders	s for er	nplover	s reque	stina	service	from
	IDES to dete	rmine	status of referrals and n	eed for a	ddition	al refe	rrals; v	erifies a	nd ree	cords	
	placements;	as dire	cted, solicits job opport	unities; as	ssists v	with th	e plann	ing, reci	ruitme	ent, and	
	execution of	hiring f	airs. Coaches both app stem. Travels to fairs a	plicants ai	nd em	ployer	s in the	use of s	self-se	ervice of	
		nge Sy									
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10%	5.	relationships and a service to fellow of Assists clients with	ffice staff. Conducts employment we registration and claims as work flo	erral tran orkshops w neces	sferring more complex or specialized s to enhance client employability.
05%	6.	Establishes and m	aintains activity reports to demonst	rate wor	k activity and detail time charging.
05%	7.	Performs other dut enumerated above		are reaso	onably within the scope of the duties
conductin	g and sig	AND NUMBER OF IM ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, disciplinary action and adjusting grievances
				WORKI	ING TITLE (IF ANY)
PSA, Opt. 1		-44-54-102-00-01		Local	Office Manager
18. CHECK T	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:		
	RVISOR	OR 🗌 LEAD V	WORKER		
NOTE: S	Superviso	ory or lead worker res	sponsibilities <u>must</u> be described in a	a detailed	I duty statement(s) with a
t If a box w	i me perc o /as check	entage(s) allotted.	title, position number, and number of s		
headcou					
	Positior	n Title	Position Number		No. of Incumbents or Funded Vacancies
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PERFOR ABILITIE	MANCE (S AND L	of the work of th	HIS POSITION. NOTE: SINCE THERE	E ARE NC	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
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social/behav	vioral scie	ences or business; o	or requires two years (3,000 work he	ours) of (experience as a department intermittent
staff membe	r and a r	ninimum of two year	rs college credits completed with pa	assing gr	ades in social/behavioral sciences or
business; or	tour yea	rs (6,000 work hour: Act impacting on are	s) as a department intermittent staf	T membe	er. Requires working knowledge of those overs and their UI and employment
service need	ls. Regu	ires the ability to eff	fectively communicate with employe	ers and/o	or clients; determine an effective work
search plan	for client	s and identification of	of inappropriate work search efforts	s; effectiv	ely organize and analyze pertinent
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	ility to tra	ivel. Requires abilit	ty to speak and write the Spanish		ige at a colloquial skill level in
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16. (CONTINUE	D)			
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10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
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		· · · · · · · · · · · · · · · · · · ·		WORKING TITLE (IF ANY)
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	110-	wisory or load worker	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me p	percentage(s) allotted.		
	as c		title, position number, and number of su	ubordinate incumbents or authorized funded
		sition Title	Position Number	No. of Incumbents or Funded Vacancies
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Requires kno	owle	dge, skills and mental de	evelopment equivalent to four years	s college with academic background in
				burs) of experience as a department intermittent using grades in social/behavioral sciences or
business; or	four	years (6,000 work hours	s) as a department intermittent staff	f member; or qualifying state employees, in the
				proficiency tests and training programs leading
impacting or	ie of Lare	as of responsibility in k	conting knowledge of those provisio (nowledge of employers and their L	ons of the Unemployment Insurance (UI) Act JI and employment service needs. Requires the
ability to effe	ective	ely communicate with em	ployers and/or clients; determine a	an effective work search plan for clients and
identification	ofi	nappropriate work search	h efforts; effectively organize and a	nalyze pertinent information for the determination
of payment of	or no	preadsheets database	and to use a personal computer with management, electronic mail and in	th related software programs such as word nternet. Requires ability to travel. Requires
				el in carrying out position duties in
		h Spanish speaking cli		

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				15 BARGAINING/TERM	CODE		🗀 мсо	24 POSIT	ION NU		
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Reckford IL RC062 N Michte instruction 3: 0 = TIME 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 benefit rights interviews, provides orientation and Carifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services information on available job toricts benefit; hights interviews, with clients to determine unemployment insurance claims monetary and nonmonetary eligibility factors; provides information on available job training rovides or 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 benefit programs, As directed, performs these duties for assigned worksites within the service delivery area other than the many assigned office. Utilizes Spanish language to assist clie								21 ABOLI	SH		
25 TIME 12. 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; c. roducts benefit rights including but not limited to laterstate, military and other federal or trade readjustment; c. roducts benefit rights including but not limited to laterstate, military and other federal or trade readjustment; 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 th = sed duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment. Conducts benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefits including but not limited to interstate, military and other federal or trade readjustment. Conducts benefits information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or e				RC062		N	□ MC1	50 LATER	AL RÉ/	ALLOCATIC	N
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complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.		discern employme provides informat use of the IL Labo the registration pr and reviews for co programs. As dire other than the prii interpretive service	ent history ion on ava or Exchan occess to f ompliance ected, perf mary assig es.	y and work status; pro ailable job training and ge system, determine facilitate reemployment ; explains client rights forms these duties for gned office. Utilizes S	vides orie d/or educ es relevar nt; assists and res assigned panish la	entation and ational prog at services f s in the forn ponsibilities d worksites anguage to a	d clarifie grams; p or the a nation o as the within th assist c	es eligibi provides pplicant f work s y pertain he servio lients wh	lity fa information earch to be ce de no rec	ctors; mation c coaches action p anefits livery an quest or	on the in olan ea
		complex and spec Employment Sect not limited to the directed, perform primary assigned	cial claims urity (IDE Illinois Bei s these du	s on benefit entitlemen S). Loads and extract nefit Information Systemetics	nt program s claims em (IBIS)	ms adminis data using), Illinois Jol	tered by automa o Link (l	/ the Illin ted syst IJL) and	iois D ems i Gen]	epartme ncluding Fax. As	j but
	DIRECTOR	MS SIGNATURE	IMMEDIAT	E SUPERVISOR SIGNATI						D	ATE
	famel mel	Li my Then Logodon		DEC 1 3 2019		thima by	sCh -Ja	an	<u></u>	12/1	3/2019

16. (CONTINUE					
16. (CONTINUE % OF TIME 20%	3.	Assists clients with var Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists v applicants and employ performs these duties fa assigned office. Travel need interpretive service Adjudicates monetary a routine, initial or contin	sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availab ts to use and interpret self-assessme regarding training programs or sel additional referrals; verifies and rec with the planning, recruitment, and e ers in the use of self-service of the for assigned worksites within the sel is to fairs and worksites. Utilizes Sp ces. and nonmonetary benefit claim issu- ued claims; investigates, researche	I by the job see ent skills ole job c ole throu nent voc ected jo esting se ords pla executio IL Labou ervice de anish la	Illinois Department of Employment exers and employers using the IL Labor ; refers clients to training programs or openings as listed in the IL Labor ugh computer programs and contacts ational exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed, elivery area other than the primary nguage to assist clients who request or viding eligibility determinations for explains case disposition; provides
1					accepts appeals. As directed, performs
		these duties for assign	ea worksites within the service deli	very are	a other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se workshops to enhance client emplo a from file construction and mainten	rvice ne oyability ance for	as related to a specific job referral; refers eds to relevant office or partner staff. . Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
05%		enumerated above.	as required or assigned which are r		
conducting	g and	LE AND NUMBER OF IMM signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible iuations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	visor 13600-44-54-102-30-01		
		PPROPRIATE BOX IF THI			
			sponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a
		percentage(s) allotted.	title, position number, and number of su	bordinat	to incumbants or outborized funded
headcoun		iconed above, list position	inic, position number, and number of s	aborumat	te incumbents of authorized funded
		sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	1 01				No. of mounderne of Funded Vacancies
19. SPECIAL					NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND
ABILITIES	S AN				E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
social/behavi	ioral	sciences or business; o	r requires two years (3,000 work ho	ours) of e	experience as a department intermittent
staff member	rano	a minimum of two year	s college credits completed with pa	ssing gr	ades in social/behavioral sciences or
					er, or qualifying state employees, in the
employee Up	war	d Mobility Program may	complete combinations of specific	proticier	ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
			ployers and/or clients; determine a		nployment service needs. Requires the ive work search plan for clients and
					ertinent information for the determination
			and to use a personal computer wit		
			management, electronic mail and ir		
			language at a colloquial skill leve	el in car	rying out position duties in
conjunction	wit	h Spanish speaking cli	ents.		

Existing Position			ORKING TITLE (IF ANY)	CODE	POSIT OPTI	ON CODE	L 2. 1 00		MBER		
Lasting F UsidUII							13650)-44-54-	220-4	3-31	
New/Revised Position Employment Program Rep	Security			29		SS	13650	-44-54-	103-1	0-31	
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 - section nan
New/Revised Position	nt of Employment Securi	itv	Service Delivery/ Field	Operatio	ns		0	049	2 🖌	R	ĺ
10. SECTION		<u></u>	11. UNIT	<u>.</u>			12. TRAN			3. EFFECTIV	E DATE
Existing Position			Employment Services				CODE	. <u></u>		07/16	
Northern Reg							ł			07/16/	
Northern Reg Office	Wheeling ion/ Arlington-Heights L	ocal						21 ESTAB 22 EXEM		E CHANG	E
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE		Rutan Exempt		24 POSITI 26 CLARII		MBER CH/	ANGE
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Naukegan, IL			RC062			Ν		50 LATER	AL REA	LLOCATIC	N
% OF TIME		NT AN	D ACCURATE STATEME	NT OF PO	SITIC	<u>NESS</u>		58 UPWA			
		mervi	ews; provides orientatio	m and ciai							
25%	benefit claim issues. openings, provides red processes and extract needs to the appropria performs these duties assigned office. Provid 1. Using the Spa insurance clai information or of the IL Labo	Throug ferrals, is data ate offic for ass des into mish la ms mo availa r Exch	the use of the IL Labe placement and follow- using automated data ce or partner staff; esta signed worksites within erpretive services for S anguage when necessa onetary eligibility and dis able job training and/or ange system, determine ess to facilitate self-service	up service systems; r blishes an the servic panish spe ry, intervie scern emp education es approp	e del e del e del eaking ews c loyma al pro	availat clients intains ivery a g clien lients t ent his ograms service	ble job o s with co activity rea, oth ts. o deterr tory and ; provid e for the	riders or omplex is reports er than nine und d work s es inforr applica	r traini issues . As n the pr tatus; mation nt and	ing prog s and se needed, rimary pyment provide n on the d coach	ervice es use es in
25%	benefit claim issues. openings, provides ref processes and extract needs to the appropria performs these duties assigned office. Provid 1. Using the Spa insurance clai information or of the IL Labo the registration and reviews for 2. Takes and pro programs adm	Throug ferrals, s data ate offic for ass des into anish la ms moc a availa r Exch n proco or com ocesse ninister	the use of the IL Labe placement and follow- using automated data ce or partner staff; esta signed worksites within erpretive services for S anguage when necessa phetary eligibility and dis able job training and/or ange system, determine	up service systems; r blishes an the servic panish spe ry, intervie scern emp education es approp vice; assis and respo omplex an ient vouch	s on refers d ma e del eaking ws c loym al pro riate ts in ponsibi d spe	availats clients intains ivery a g clien lients t ent his ograms service the for ilities o ecial cla or eligit	ble job o s with co activity rea, oth ts. o deterr tory and for the mation o n benef aims on pility for	reports reports er than mine und d work s es inforn applica of work s its progr	r training ssues . As n the pr emplo tatus; mation nt and search rams. entitle	ing prog s and se needed, rimary provide n on the d coache h action ement	ervice es use es in plan
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25% 20%	 benefit claim issues. openings, provides ref processes and extract needs to the appropria performs these duties assigned office. Provid 1. Using the Spa insurance clai information or of the IL Labo the registration and reviews for 2. Takes and pro programs adm incentive prog 3. Assists clients Spanish langu Labor Exchan client; refers c openings as li computer prog jobs and job in IDES to detern placements; a execution of h Labor Exchan 	Throug ferrals, s data ate offic for ass des into mish la ms mo availa r Exch n proco or com ocesse ninister rams. with v age w ge sys lients to sted in grams s direct iring fa ge Sys	the use of the IL Labor, placement and follow- using automated data is ce or partner staff; esta signed worksites within erpretive services for S anguage when necessa onetary eligibility and dis able job training and/or ange system, determine ess to facilitate self-serv pliance; explains rights is all types of routine, co red by IDES; process cl Loads and extracts data various programs and se hen necessary. Assists tem. Assesses client s to employers and hiring IL Labor Exchange sys and contacts employers w procedures; follows u tatus of referrals and ne cted, solicits job opportu- airs. Coaches both app stem. Travels to fairs an	up service systems; r blishes an the servic panish spe ry, intervice cern emp education es appropri- vice; assis and respo omplex an ient vouch a from au ervices off or registe kills, resea fairs for jo stem for ap s; provides p on job o ped for ado nities; assis licants and nd worksit	s on sefers di ma e del eaking e del eaking e del eaking e del eaking e del eaking e de la eakin	availab s clients intains ivery a g clien lients t ent his ograms service the forn lities o ecial cla or eligit ted sys by IDE o seeke s and erview ants ren hal refer with the ployers	ble job o s with co s activity rea, oth ts. o deterr tory and s; provid e for the mation o n benef aims on bility for stems. ES and p ers and modifies s; selec quiring s n inform nployers rrals; ve e planni s in the p	orders or preports or reports er than mine und d work s es inforn applica of work s its progr benefit ms for ta partner a employe s the ski ts appro- services ation reg- s request or files an mg, recru	r traini issues . As n the pr emplo tatus; mation nt and search rams. entitle arget f agenc ers us lls to ppriate gardir sting s id rec uitme	ing prog s and se heeded, rimary byment provide n on the d coache h action ement funded of sites, usin sing the match the job able thre service f ords nt, and rvice of	ervice es use es in plan or tax ng the IL he ough ted rom the IL

16. (CONTINUE	D)				
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
10%	4.	continued claims; i	benefit claim issues, providing eligit nvestigates, researches, and explai nducts reconsidered determinations	ins case	e disposition; provides written
10%	5.	relationships and a service to fellow of Assists clients with	fice staff. Conducts employment wo registration and claims as work flow	erral tran orkshops w neces	Isferring more complex or specialized s to enhance client employability.
05%	6.	Establishes and m	aintains activity reports to demonstr	rate wor	k activity and detail time charging.
05%	7.	Performs other dut enumerated above		are reas	onably within the scope of the duties
conducting	g and sigi	ning performance eval	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
for the inc	umbent o	f this position.)			ING TITLE (IF ANY)
PSA, Opt. 1		44-54-103-31-01		Local	Office Manager
18. CHECK TI	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:		
	RVISOR	OR 🗌 LEAD V	VORKER		
NOTE: S	uperviso	rv or lead worker res	sponsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a
ti	i me perce /as check	entage(s) allotted.	title, position number, and number of so		
	Positior	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	r Ositioi				No. of meanbeing of Funded Vacancies
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		· · · · · · · · · · · · · · · · · · ·			
PERFOR	MANCE (S AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
social/behav staff member business; or provisions of service need search plan t information f software pro- Requires abi	rioral scie r and a n four yea f the UI A ls. Requ for client for the de grams su ility to tra	ences or business; o ninimum of two year rs (6,000 work hours act impacting on area ires the ability to eff s and identification of termination of paym uch as word process wel. Requires abilit	s college credits completed with pa s) as a department intermittent staff as of responsibility; job knowledge ectively communicate with employe of inappropriate work search efforts	ours) of issing gi f membe of emplo ers and/o ; effectiv and to us anagem i langu a	experience as a department intermittent rades in social/behavioral sciences or er. Requires working knowledge of those byers and their UI and employment or clients; determine an effective work vely organize and analyze pertinent e a personal computer with related nent, electronic mail and internet.

	TLE	WORKI	NG TITLE (IF ANY)	CODE	OPT	TION TITLE	2. FU3		MBER		
Existing Position											
Employment S Program Rep	Security			29		SS	13650	-44-54-	103-3	31-31	
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
xisting Position									07/01/21 - to work loc section nan		
lew/Revised Position	nt of Employment Secur	ity	Service Delivery/ F	ield Opera	ation	าร	0	016	2	R	Section num
0. SECTION			11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIN	VE DATE
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New/Revised Position Northern Reg Office	Wheeling jion/ Arlington Heights L	₋ocal	Service Unit II					21 ESTAE 22 EXEM		DE CHANG	E
4. WORK LOCA	ATION	ĺ	15. BARGAINING/TER	M CODE		Rutan Exempt		24 POSIT 26 CLARI		JMBER CH	ANGE
xisting Position								28 WOR	K COUN	IDENTICA	L CHANGE Ge
lew/Revised Position		I	DOOO	 ว			🔲 мс1		WARD	REALLOC	
A <mark>rlington Hei</mark> ç % OF TIME	ghts,-H_ Wheeling, IL 16. COMPLETE CURRE		RC06		<u> </u>			58 UPWA	ARD RE		
	nonsenaration henefit	t claim issu	es lising the lisi	anor even			1. 00100				
25%	services related to limited to interstat with clients to det discern employme provides informati use of the IL Labo the registration pr and reviews for co programs. As dire	eferrals, pla aims data us ce or partne ned worksit orksites. Ut dresses clie o the proce te, military a ermine une ent history a ion on avail or Exchange rocess to fa ompliance; ected, perfo mary assign	acement and follow sing automated system of staff; establishes tes within the servio	-up servicestems; references and main ce delivery juage to a Insurances unemploy r trade rea novides ori nd/or educes relevant ent; assist ts and res	ces o ers c ttains y are ssist e and y are ssist e and y men adjus s mol ienta cation nt se s in f spons	on availa clients w s activity a other t clients d Wagne t insura stment. (netary a ation and prog ervices for the form sibilities orksites	able job vith com y report than the who re- er-Peys nce ber Conduc and non d clarifie yrams; p or the a hation o as they within th	orders plex iss s. As dir e prima quest or er servi- nefits, in ts bene moneta es eligibi provides pplicant f work s y pertair he servi-	or trais sues a rected ry ass r need ce ne ce ne	ining pro ind/or set d, perfor signed o d interpr eds. Pro ng but n nts inter gibility an ictors; mation o coaches n action enefits livery ar	ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea
25%	 applicants, provides reloads and extracts claneeds to relevant office these duties for assign Travels to fairs and we services. 1. Assesses and add services related to limited to interstate with clients to determine discern employmed provides information use of the IL Labor the registration prand reviews for comprograms. As dire other than the print interpretive service 2. Performs function complex and spect mot limited to the I 	eferrals, pla aims data us ce or partne ned worksit orksites. Ut dresses clie o the proce- te, military a sermine une ent history a cion on avail or Exchange rocess to fa ompliance; ected, perfo mary assign ces. hs related to cial claims of urity (IDES) Illinois Bene s these duti office.	acement and follow sing automated system er staff; establishes tes within the servic tilizes Spanish lang ent Unemployment ssing of claims for and other federal o imployment insurat and work status; pri able job training and e system, determin cilitate reemployment cilitate reemployment explains client right rms these duties for ned office. Utilizes	y-up service stems; refe- and main ce delivery juage to a Insurance unemploy r trade rea novides ori nd/or educ nes relevan ent; assist its and res or assigne Spanish la ntry, analy ent progra cts claims stem (IBIS orksites with	ces of ers c stains y are ssist e and y are ssist e and y are ssist e and y are ssist e and y are ssist e and y are ssist s mol s mo	on availa clients w s activity a other t clients d Wagne stment. (netary a ation and retary a ation and retary a the form sibilities orksites age to a and reso administ a using a nois Job	able job with com y report than the who re- er-Peys nce ber Conduct and non d clarifie yrams; p or the a hation o as they within the assist clarifie plution co a clarifie point of a bit o	orders plex iss s. As dir e prima quest or er servin efits, in the servin the servin f work s y pertair he servin lients where of all typ y the Illir ted syst JL) and very are	or trais sues a rected ry ass r need ce ne ce ne	ining pro ind/or set d, perfor signed o d interpr eds. Pro ng but n nts inter- gibility an inctors; mation o coaches n action enefits livery ar quest or routine, pepartmo fax. As ier than	ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea need ent of g but

16. (CONTINUE			
% OF TIME		D ACCURATE STATEMENT OF POSITION	
20%	Security (IDES) and p Exchange system. As employers and hiring Exchange system for employers; trains client clients with informatio up on training program referrals and need for opportunities; assists applicants and employ performs these duties assigned office. Trave need interpretive serv	artner agencies. Assists or registers assesses, researches and selects clie fairs for job interviews; selects suital applicants requiring services availabints to use and interpret self-assessmin regarding training programs or selens or job orders for employers reque additional referrals; verifies and reco with the planning, recruitment, and ever yers in the use of self-service of the for assigned worksites within the se els to fairs and worksites. Utilizes Spa- ices.	I by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or oble job openings as listed in the IL Labor oble through computer programs and contacts nent vocational exploration tools; provides ected jobs and job interview procedures; follows esting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or
10%	routine, initial or continuer written determinations	nued claims; investigates, researche s; conducts reconsidered determinati	tes, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more com Conducts employmen claims; processes dat extracts and utilizes d	plex or specialized issues and/or set t workshops to enhance client emplo a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6. Establishes and main	tains activity reports to demonstrate	work activity and detail time charging.
05%	enumerated above.		easonably within the scope of the duties
conductin	N TITLE AND NUMBER OF IN g and signing performance eva cumbent of this position.)	IMEDIATE SUPERVISOR (Responsible aluations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Super	visor 13600-44-54-103-30-01	
	HE APPROPRIATE BOX IF TH		
		WORKER	
NOTE		energibilities must be described in a	detailed duty statement(s) with a
	supervisory or lead worker re ime percentage(s) allotted.	esponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	as checked above, list position	n title, position number, and number of si	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
			CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND
ABILITIE CAN NO	S AND LICENSURE OR CER LONGER BE USED.	TIFICATION IDENTIFIED ON STANDAI	RDS, THE PHRASE "SAME AS SPECIFICATION"
			s college with academic background in ours) of experience as a department intermittent
			ssing grades in social/behavioral sciences or
business; or	four years (6,000 work hou	rs) as a department intermittent staff	f member; or qualifying state employees, in the
employee Up	oward Mobility Program may	y complete combinations of specific	proficiency tests and training programs leading ons of the Unemployment Insurance (UI) Act
			If and employment service needs. Requires the
ability to effe	ctively communicate with e	mployers and/or clients; determine a	in effective work search plan for clients and
identification	of inappropriate work search	ch efforts; effectively organize and a	nalyze pertinent information for the determination
			th related software programs such as word nternet. Requires ability to travel. Requires
ability to sp	eak and write the Spanish	language at a colloquial skill leve	el in carrying out position duties in
conjunction	with Spanish speaking c	lients.	· .

POSITION DESCRIPTION

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Existing Position			(ING TITLE (IF ANY)	BIUNGUAL	POSIT	ION TITLE	2. POS	ITION NU	MBER		
Employments Program Rep				22	F	-0	13650	-44-54-	103-4	1-41	
3. AGENCY			4. BUREAU/ DIVISIO	N	<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFIC
Existing Position											07/01/21 - work locat
New/Revised Position	t of Employment Secu	rit./	Service Delivery/	Field Oper	ration	S	0	016	2	R	section na
10. SECTION	tor Employment deed	iliy .	11. UNIT	•				SACTION	1	. EFFECT	IVE DATE
Existing Position							MA021 ESTABLISH				/2020
New/Revised Position	Wheeling ion/ Arlington Hts: Loc	al Office	Service Unit III								
14. WORK LOCA			15. BARGAINING/TE	RMCODE		Rutan Exempt	о мсо	22 EXEM 24 POSIT 26 CLAR	TON NU		
Existing Position							П МС0	27 ADD11 28 WORI 21 ABOLI	COUN		
New/Revised Position	hts,-H Wheeling, IL		RC06	62		N	□ MC1 □ MC1	49 DOWN 50 LATER 58 UPWA	NWARD	ALLOCAT	ION
% OF TIME	16. COMPLETE CURRI Under general super						ENTIAL	FUNCTI	ONS		
25%	services related t limited to intersta	it claim iss referrals, p aims data ce or partr ned works vorksites. I dresses c to the proo te, military	ues. Using the IL L lacement and follo using automated sy her staff, establishe sites within the serv Jtilizes Polish langu- lient Unemploymer essing of claims fo and other federal	abor Exch w-up servic ystems; ref is and mair rice deliver uage to ass the lnsurance r unemploy or trade rea	hange ces of fers cl ntains y area sist cl e and yment adjus	system n availa lients w activit a other lients w l Wagn t insura tment.	n, selec able job ith com y report than th ho requ er-Peys ance be Conduc	ts suital orders aplex iss s. As di ie prima uest or n ser servi nefits, in ts bene	ole jot or trai ues a recteo ry ass eed in ce ne cludir fit righ	o openi ning pr nd/or s I, perfo igned (nterpre eds. Pr ng but r nts inte	rogram ervice orms office. tive rovides not rviews
	discern employm provides informa use of the IL Lab the registration p and reviews for o programs. As dim other than the pri interpretive servio	ent history tion on ava or Exchan rocess to f ompliance ected, perf mary assi ces.	employment insura and work status; p ailable job training a ge system, determi acilitate reemployn ; explains client rig orms these duties f gned office. Utilizes	provides or and/or edu ines releva nent; assis hts and res for assigne s Polish lar	iental catior int sei ts in t spons ad wo nguag	tion and nal prog rvices f he form sibilities rksites je to as	d clarifie grams; p or the a nation c as the within t sist clie	es eligib provides applicant of work s y pertair he servi ents who	ility fa information earch to be ice de reque	ctors; mation coache action anefits livery a est or r	on the es in plan nrea need
25%	Employment Sec not limited to the directed, perform primary assigned	cial claims urity (IDE Illinois Be s these du office.	on benefit entitlem S). Loads and extra nefit Information Sy ties for assigned w	nent progra acts claims vstem (IBIS vorksites wi	ams a s data S), Illir ithin t	dminis using nois Jol he sen	tered by automa b Link (vice deli	y the Illir ted syst IJL) and ivery are	nois D ems i Gen]	epartn ncludir ſax. As er thar	nent of ng but n the
	NO SIGNATURE		SUPERVISOR SIGNA				SIGNAT SCA			1 [
DIRECTOR OF C		[·· 4][_	CEIVE	· · · · · ·	1 1/ 🗸	urner		n		1	DATE

16. (CONTINUE					
% OF TIME			DACCURATE STATEMENT OF POSITION		
20%	3.	Security (IDES) and p Exchange system. As employers and hiring	artner agencies. Assists or register ssesses, researches and selects cli fairs for job interviews; selects suita	s job see ent skills able job (
		employers; trains clier clients with information up on training program referrals and need for opportunities; assists applicants and employ performs these duties	nts to use and interpret self-assess n regarding training programs or se ns or job orders for employers requi additional referrals; verifies and red with the planning, recruitment, and yers in the use of self-service of the for assigned worksites within the se	ment voo elected jo esting so cords pla executio e IL Labo ervice do	on of hiring fairs. Coaches both or Exchange System. As directed,
		need interpretive serv			guage to assist cherits who request of
10%	4.	routine, initial or contin written determinations		es, and o tions and	
10%	5.	clients with more com Conducts employmen claims; processes dat extracts and utilizes da	plex or specialized issues and/or se t workshops to enhance client empl a from file construction and mainter	ervice ne loyability nance fo	as related to a specific job referral; refers eeds to relevant office or partner staff. Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and maint	ains activity reports to demonstrate	work ad	ctivity and detail time charging.
05%	7.	Performs other duties enumerated above.	as required or assigned which are r	reasona	bly within the scope of the duties
conductin	ig an		MEDIATE SUPERVISOR (Responsible luations; effectively recommending and		gning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	t See	curity Field Office Super	visor 13600-44-54-103-40-41		
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
	RVIS		NORKER		
NOTE: S	upei	visorv or lead worker res	ponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
ti	me p	percentage(s) allotted.			•
lf a box w headcour		hecked above, list position	title, position number, and number of se	ubordina	ite incumbents or authorized funded
	Pos	sition Title	Position Number	ľ	No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL
ABILITIES	S AN				W SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent
					rades in social/behavioral sciences or er; or qualifying state employees, in the
					ncy tests and training programs leading
to a certificat	te of	proficiency. Requires w	vorking knowledge of those provisio	ons of th	e Unemployment Insurance (UI) Act
impacting or	n are	as of responsibility; job l	knowledge of employers and their L	JI and ei	mployment service needs. Requires the
					ive work search plan for clients and
					pertinent information for the determination
					ed software programs such as word Requires ability to travel. Requires
					/ing out position duties in conjunction
		aking clients.			- · · ·

	TLE		(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TIT OPTION COL						
Existing Position					[
New/Revised Position Employment Program Rep	Security			29	SS	1365	13650-44-54-103-61-31				
3. AGENCY		•	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
xisting Position										07/01/21 - work locatio	
New/Revised Position	nt of Employment Securi	ity	Service Delivery/ Field Operations				016	2 ¥	R	section nan	
0. SECTION		•	11. UNIT			12. TRA CODE	NSACTION	1	3. EFFECT	VE DATE	
Existing Position									02/16	6/2019	
New/Revised Position	wheeling						021 ESTAI				
Northern Reg Office	ion/ Arlington-Heights L	.ocal	Service Unit V				021 ESTA		E CHANG	θE	
14. WORK LOCA	ATION		15. BARGAINING/TER	M CODE	Rutar Exem		024 POSI 1026 CLAR		MBER CH	IANGE	
xisting Position							027 ADDI 028 WOR	COUN			
lew/Revised Position							021 ABOL 149 DOW		REALLOC	ATION	
Arlington Heig	ghts,-IL Wheeling, IL		RC062		N	🗆 мс	150 LATER 158 UPWA	ARD REA			
6 OF TIME	16. COMPLETE CURRE Under general superv										
	insurance benefits, inc conducts benefit right nonseparation benefit				ange syst	em, seleo	cts suital	ole job	openir	ngs for	
25%	 conducts benefit right nonseparation benefit applicants, provides re loads and extracts cla needs to relevant offic these duties for assig Travels to fairs and we services. 1. Assesses and add services related to limited to interstat with clients to dete discern employme provides informati use of the IL Labo the registration pr and reviews for complexity 	t claim issu eferrals, p aims data u ce or partri ned works orksites. U dresses cl o the procu te, military ermine un ent history ion on ava or Exchang ocess to fa ompliance	ues. Using the IL La lacement and follow using automated sys- iter staff; establishes ites within the servic Jtilizes Spanish lang ient Unemployment essing of claims for and other federal of employment insurar and work status; pr illable job training ar ge system, determin acilitate reemployme ; explains client righ	bor Excha -up servic and main ce delivery uage to a Insurance unemploy trade rea ace claims ovides originad/or educ es relevar ent; assist ts and res	es on ava ers clients tains acti v area oth ssist clier e and Wa ment insu djustmer entation a ational po t service s in the fo ponsibilit	ilable job with con ity report of than the swho re- ner-Peys rance be t. Condur and nor nd clarifit ograms; for the a rmation of es as the	o orders nplex iss ts. As din ne prima equest or ser servi nefits, in cts bene nmoneta es eligib provides applicant of work s ey pertain	or trai ues a rected ry ass r need ce need cludir fit righ ry elig ility fa s inforr t and o search n to be	ning pro nd/or so l, perfor igned c l interpr eds. Pro nds inter ibility a ctors; mation o coaches action enefits	ograms ervice ms office. retive ovides ot views nd on the s in plan	
25%	 conducts benefit right nonseparation benefit applicants, provides re loads and extracts cla needs to relevant offic these duties for assig Travels to fairs and we services. 1. Assesses and add services related to limited to interstat with clients to dete discern employme provides informati use of the IL Labo the registration pr and reviews for co programs. As dire other than the prin interpretive servic 2. Performs function complex and spec Employment Secu not limited to the I directed, performs primary assigned 	t claim issu eferrals, p aims data u ce or partri ned works orksites. U dresses cl o the proc te, military ermine un ent history ion on ava or Exchang ocess to fa ompliance ected, perfi- mary assig ses. Is related to cial claims urity (IDES Illinois Ber s these du office.	ues. Using the IL La lacement and follow using automated sys- ner staff; establishes ites within the servic Jtilizes Spanish lang ient Unemployment essing of claims for and other federal of employment insurar and work status; pr illable job training ar ge system, determin acilitate reemployme ; explains client righ orms these duties for gned office. Utilizes to receipt, review, er on benefit entitleme b). Loads and extract hefit Information Sys- ties for assigned wo	bor Excha -up servic stems; refe and main ce delivery uage to a Insurance unemploy r trade rea ovides oriend/or educ es relevar es relevar est; assist ts and res panish la htry, analy ent progra cts claims tem (IBIS) rksites wit	es on ava ers clients tains acti v area oth ssist clier e and Wa ment insu- djustmer monetar entation a ational pu- nt service s in the fo ponsibilit d worksite anguage f sis and re ms admir data usir), Illinois thin the se	ilable jok with com ity repor- er than th ts who re- rance be c. Condu- rance be t. Condu- t. Condu- t. Condu- rance be t. Condu- rance be t. Condu- rance be t. Condu- t. Condu- cond	o orders nplex iss ts. As din e prima equest or ser servi nefits, ir cts bene moneta es eligib provides applicant of work s y pertain the servi clients wi of all typ y the Illin ated syst livery are	or trai ues a rected ry ass r need ce need cludir fit righ ry elig ility fa s inforr t and c search no to be ce del ho req es of r nois D ems il GenT	ning pro nd/or so l, perfor igned c l interpr eds. Pro g but n ts inter ibility a ctors; mation of coaches action enefits livery a juest or routine, epartm ncluding fax. As	ograms ervice ms office. retive ovides ot views nd on the s in plan rea need ent of g but the	
25%	 conducts benefit right nonseparation benefit applicants, provides re loads and extracts cla needs to relevant offic these duties for assig Travels to fairs and we services. 1. Assesses and add services related to limited to interstat with clients to dete discern employme provides informati use of the IL Labo the registration pr and reviews for co programs. As dire other than the prin interpretive servic 2. Performs function complex and spec Employment Secu not limited to the I directed, performs 	t claim issu eferrals, p aims data u ce or partri ned works orksites. U dresses cl o the proc te, military ermine un ent history ion on ava or Exchang occess to fi ompliance exted, perfi- mary assig ess. Is related fi cial claims urity (IDES Illinois Ber s these du office.	ues. Using the IL La lacement and follow using automated sys- iter staff; establishes ites within the servic Jtilizes Spanish lang ient Unemployment essing of claims for and other federal of employment insurar and work status; pr illable job training ar ge system, determin acilitate reemployme ; explains client righ orms these duties for and office. Utilizes to receipt, review, er on benefit entitleme b). Loads and extrao- nefit Information Sys- ties for assigned wo	bor Excha -up servic atems; refe and main ce delivery uage to at Insurance unemploy trade rea ovides oriend/or educ es relevan es relevant ts and res or assigned Spanish la htry, analy ent progra cts claims tem (IBIS) rksites wit	es on ava ers clients tains acti v area oth ssist clier e and Wa ment insu- djustmer monetar entational pu- nt service s in the fo ponsibilit d worksite anguage f sis and re ms admir data usir), Illinois	ilable job with com ity repor- er than th ts who re- rance be c. Condur and nor nd clarifi- ograms; for the a rmation of es as the s within for assist of solution istered b g automa ob Link (rvice del	o orders nplex iss ts. As din e prima equest or ser servi nefits, in cts bene moneta es eligib provides applicant of work s ey pertain the servi clients with of all typ y the Illin ated syst livery are	or trai ues a rected ry ass r need ce need cludir fit righ ry elig ility fa a inforr t and c search ho req es of r nois D cems i GenT a oth	ning pro nd/or so l, perfor igned c l interpr eds. Pro g but n ts inter ibility a ctors; mation of coaches action enefits livery a juest or routine, epartm ncluding fax. As	ograms ervice ms office. retive ovides ot views nd on the s in plan rea need ent of g but	

16. (CONTINUE	D)		A ADUDATE ATATEMENT OF DOOLTON	
% OF TIME		COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (CONTINUED)
20%	3.	ASSISTS CITENTS WITH Var	ious programs and services onered	by the Illinois Department of Employment job seekers and employers using the IL Labor
		Security (IDES) and pa	inther agencies. Assists of registers	nt skills; refers clients to training programs or
	. .	Exchange system. As	sesses, researches and selects the	ble job openings as listed in the IL Labor
		Explored system for a	ans for job interviews, selects suitar	le through computer programs and contacts
		exchange system for a	te to use and interpret self-assessm	nent vocational exploration tools; provides
		clients with information	regarding training programs or sel	ected jobs and job interview procedures; follows
		up on training program	s or job orders for employers reque	sting service from IDES to determine status of
		referrals and need for a	additional referrals: verifies and rec	ords placements; as directed, solicits job
				execution of hiring fairs. Coaches both
		applicants and employe	ers in the use of self-service of the	IL Labor Exchange System. As directed,
		performs these duties f	for assigned worksites within the se	rvice delivery area other than the primary
		assigned office. Travel	s to fairs and worksites. Utilizes Sp	anish language to assist clients who request or
		need interpretive service	ces.	
10%	4.			es, providing eligibility determinations for
	[es, and explains case disposition; provides
		written determinations;	conducts reconsidered determination	ions and accepts appeals. As directed, performs
		these duties for assign	ed worksites within the service dein	very area other than the primary assigned office.
10%	5	Advises clients on worl	k attitudes habits relationships and	attire as related to a specific job referral; refers
1078	0.	clients with more comp	lex or specialized issues and/or se	rvice needs to relevant office or partner staff.
				byability. Assists clients with registration and
				ance for all relevant IDES automated data files;
				ies for assigned worksites within the service
		delivery area other that	n the primary assigned office.	
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
0.59/	7	Dorforme other duties (as required or assigned which are r	easonably within the scope of the duties
05%	1.	enumerated above.	as required of assigned which are r	easonably within the scope of the dates
17. POSITIO			MEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,
conductin	g an	d signing performance eval		imposing disciplinary action and adjusting grievances
for the inc	umb	ent of this position.)		
				WORKING TITLE (IF ANY)
			visor 13600-44-54-103-60-01	
18. CHECK T	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:	
		SOR OR LEAD V	NORKER	
			sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
		percentage(s) allotted.	title pecifics sumber and sumber of a	ubordinate incumbants or outborized funded
headcour		necked above, list position		ubordinate incumbents or authorized funded
		sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	10			
19. SPECIAL				CATION NECESSARY FOR THE SUCCESSFUL
				ARE NOW SEVERAL OPTIONS OF SKILLS AND
1			IFICATION IDENTIFIED ON STANDAI	RDS, THE PHRASE "SAME AS SPECIFICATION"
		GER BE USED.	evelopment equivalent to four years	college with academic background in
				burs) of experience as a department intermittent
				ssing grades in social/behavioral sciences or
				member; or qualifying state employees, in the
employee U	owa	rd Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
				ns of the Unemployment Insurance (UI) Act
				Il and employment service needs. Requires the
				in effective work search plan for clients and
				nalyze pertinent information for the determination
				th related software programs such as word
				nternet. Requires ability to travel. Requires el in carrying out position duties in
		h Spanish speaking cli		the carrying out position duties in

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1. POSITION TIT	<u>rle</u>	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION T	ODE 2. POSI	TION NU	MBER		<u> </u>
Existing Position			<u></u>							
New/Revised Position		<u> </u>								
Employment				29	SS	13650	-44-54-	105-2	1-31	
Program Rep 3. AGENCY	resentative	i	4. BUREAU/ DIVISION		I	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position							000111			
New/Revised Position		. <u> </u>					0 045 Y R 12. TRANSACTION CODE 13. EFFECTIVE D 02/16/20			
	t of Employment Secur	rity	Service Delivery/ F	leid Oper	ations					
10. SECTION			11. UNIT							
Existing Position										
New/Revised Position							21 ESTAE			
Northern Reg Center	ion/ Carpentersville Pro	ocessing	Service Unit I				22 EXEM	PT COD	DE CHANG	
14. WORK LOC	ATION		15. BARGAINING/TER	MCODE	Rut		24 POSIT 26 CLARI		IMBER CH	ANGE
Existing Position							27 ADDIT	IONAL	IDENTICAL	L CHANGE Ge
							21 ABOL	ISH	REALLOC	
New/Revised Position			RC062	2			50 LATER	RAL RE	ALLOCATI	ON
% OF TIME	16. COMPLETE CURR		L ACCURATE STATEME	NT OF PO	DSITION	ESSENTIAL	FUNCT	ONS	ALLOCATI	
	Under general super and Wagner-Peyser	vision, for	an assigned area, as	ssesses a	nd addr	esses client	Unemp	oloym	ent Insu unemplo	irance syment
	insurance benefits, in	ncludina bi	ut not limited to inters	state, milit	ary and	other feder	al or tra	de re	adjustm	ent;
	conducts benefit right	ts interviev	ws; provides orientat	ion and c	larifies e	eligibility fact	tors; adj	udica	tes	
	nonseparation benefi	it claim iss	ues. Using the IL La	abor Exch	ange sy	vstem, selec	ts suital	ole jol	o openir	ngs for
	applicants, provides i	referrals, r	placement and follow	-up servio	ces on a	ivailable job	orders	or tra	ining pro	ograms;
	loads and extracts cla needs to relevant offi	aims data	using automated sys	and mair	ers clien Itains ac	ns with com	s. As di	recter	1. perfor	ms
	these duties for assig	aned work	sites within the service	ce deliver	y area o	other than th	e prima	ry ass	signed c	office.
	Travels to fairs and w	vorksites.	Utilizes Spanish lang	juage to a	ssist cli	ents who re	quest o	rneed	d interpr	etive
	services.									
25%	1. Assesses and ac	dresses o	lient Unemployment	Insurance	e and W	/agner-Pevs	er servi	ce ne	eds. Pro	ovides
2070	services related	to the proc	cessing of claims for	unemploy	ment in	surance be	nefits, ir	ncludi	ng but n	ot
	limited to intersta	ate, militar	y and other federal o	r trade rea	adjustmo	ent. Conduc	cts bene	efit rig	hts inter	views
	with clients to de	termine u	nemployment insurai y and work status; pi	nce claim:	s moneta ientation	ary and non	imoneta se eligib	iry ell(ilitv f⊴	JIDINITY A	nu
	provides informa	tion on av	ailable job training a	nd/or edu	cational	programs:	provides	sinfor	mation	on the
	use of the IL Lab	or Exchar	ige system, determir	nes releva	nt servid	ces for the a	applican	t and	coache	s in
	the registration p	rocess to	facilitate reemploym	ent; assis	ts in the	formation of	of work s	searcl	n action	plan
	and reviews for c	compliance	e; explains client righ forms these duties fo	its and re-	sponsibi	nities as the sites within t	y pertail	ice de	enents liverv a	rea
	other than the nr	imarv ass	igned office. Utilizes	Spanish I	anguade	e to assist c	lients w	ho re	quest or	need
	interpretive servi		J							
				name and	لدهم مأمر	rocolution	of all two		routino	
25%	2. Performs function	ns related	to receipt, review, e s on benefit entitlem	ntry, analy ent progra	ysis and ams adm	ninistered b	or all typ v the Illi	nois F)epartm	ent of
	Employment Sec	curity (IDE	S). Loads and extra	cts claims	s data us	sing automa	ted sys	tems	includin	g but
	not limited to the	Illinois Be	enefit Information Sys	stem (IBIS	S), Illinoi:	is Job Link (IJL) and	l Gen	Tax. As	
			uties for assigned wo	orksites w	ithin the	service del	ivery ar	ea oth	ner than	the
	primary assigned	a office.								
		Γ		٦						
DIRECTOR OF	CMS SIGNATURE		E SUPERVISOR SIGNA			HEAD SIGNAT				DATE
Я	and forde	1 11	Mar 28 2019		This	masch by je	an	نتر	03/	22/2019
[] S-104 (Rev. 40)	27 (94) h2 401-0794	L!:]		<u>ا</u>		0 0	-J. Jan 03/22/2013			
M_{1} , M_{A}	11,7519	ВУ	* 8 8 	_						
yus I' huy	425-19									

16. (CONTINUE					AL FUNCTIONS (Continued)	
% OF TIME	16. COMPLETE CUR	With various program	and services offered	by the	AL FUNCTIONS (Continued)	olovment
20%	 Assists clients Security (IDES Exchange sys employers and Exchange sys employers; tra clients with inf up on training referrals and r opportunities; applicants and performs thes assigned offic need interpret Adjudicates m routine, initial 	with various program b) and partner agenci- tem. Assesses, reserved the for applicants re- formation regarding tr programs or job order assists with the plant d employers in the us e duties for assigned e. Travels to fairs and tive services. honetary and nonmon- or continued claims;	ns and services offered ies. Assists or registers arches and selects clie terviews; selects suitat quiring services availab d interpret self-assessm raining programs or sele ters for employers reque ferrals; verifies and reco ning, recruitment, and e e of self-service of the l worksites within the se d worksites. Utilizes Spa- tetary benefit claim issue investigates, researche	by the job see int skills ble job o ble throu ected jo esting se ords pla executio IL Labor ervice de anish la	Illinois Department of Emp kers and employers using refers clients to training p penings as listed in the IL gh computer programs an ational exploration tools; p bs and job interview proce rvice from IDES to determ cements; as directed, solid n of hiring fairs. Coaches r Exchange System. As di livery area other than the nguage to assist clients where viding eligibility determination explains case disposition; p accepts appeals. As direct	the IL Labor programs or Labor d contacts provides edures; follows ine status of cits job both irected, primary ho request or
1	these duties for	or assigned worksites	s within the service delive	very are	a other than the primary a	ssigned office.
10%	clients with m Conducts em claims; proces extracts and u	ore complex or specia ployment workshops sses data from file co	alized issues and/or set to enhance client emploinstruction and mainten red, performs these dut	rvice ne oyability ance for	as related to a specific job eds to relevant office or pa . Assists clients with regis all relevant IDES automa ssigned worksites within th	artner staff. stration and ted data files;
05%	6. Establishes a	nd maintains activity	reports to demonstrate	work ac	tivity and detail time charg	jing.
05%	7. Performs othe enumerated a	•	or assigned which are r	easonal	oly within the scope of the	duties
conductin		ance evaluations; effect			ning and reviewing work, pre g disciplinary action and adjus	
				WORK	ING TITLE (IF ANY)	·····
Employment	Security Field Offic	e Supervisor 13600-	44-54-105-20-01			
18. CHECK T	HE APPROPRIATE B	OX IF THIS POSITION	IS A:			
	RVISOR OR [LEAD WORKER				
NOTE: S	Supervisory or lead w	vorker responsibilities	<u>must</u> be described in a	detailed	I duty statement(s) with a	
† ti	ime percentage(s) all	lotted.			•	unded
headcour		a position title, position	number, and number of st	uporaina	te incumbents or authorized f	undea
	Position Title		Position Number		No. of Incumbents or Fun	ded Vacancies
				CATION		
PERFOR ABILITIE	MANCE OF THE WO	RK OF THIS POSITION	I. NOTE: SINCE THERE	ARE NC	NECESSARY FOR THE SU W SEVERAL OPTIONS OF E PHRASE "SAME AS SPEC	SKILLS AND
					with academic backgroun	
					experience as a department ades in social/behavioral s	
business; or	four years (6,000 w	ork hours) as a depa	rtment intermittent staff	membe	er; or qualifying state emplo	oyees, in the
					ncy tests and training program	
					e Unemployment Insuranc mployment service needs.	
ability to effe	ctively communicate	e with employers and	/or clients; determine a	n effect	ive work search plan for cli	ients and
					ertinent information for the	
					d software programs such Requires ability to travel. F	
ability to sp	eak and write the S	Spanish language at			rying out position duties	
conjunction	with Spanish spe	aking clients.			:	

1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION		SITION NU	MBER			
Existing Position								. =			
New/Revised Position Employment S Program Repl				29	SS	5 1365					
3. AGENCY		1	4. BUREAU/ DIVISION		I	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	6.AUDIT	9. OFFICE USE	
Existing Position											
New/Revised Position			Service Delivery/ F	ield Oper	ations	0	0 045 Y R				
	t of Employment Secur	ity	11. UNIT				12. TRANSACTION 13. EFFECT				
10. SECTION Existing Position						CODE					
Existing Position								02/16	/2019		
	ion/ Carpentersville Pro	ocessing	Service Unit II				021 ESTAI		E CHANG	E	
Center		<u> </u>					024 POSIT		MBER CH	ANGE	
14. WORK LOCA Existing Position			15. BARGAINING/TER	M CODE	E:	— 1 <u> </u>	026 CLAR	IONAL	IDENTICAI	LCHANGE	
Existing Fosition							028 WOR	COUN	TY CHANC	jΕ	
New/Revised Position							149 DOWI	WARD			
Carpentersvill	e, IL		RC062				158 UPWA	RD RE			
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PO	DSITION	NESSENTIA	L FUNCT		ont Incu	rance	
25%	services related to limited to intersta with clients to de discern employm provides informa use of the IL Lab the registration p and reviews for o programs. As dir other than the pr interpretive servi	ts interview t claim iss referrals, p aims data ce or parti ned works vorksites. ddresses of to the produce the military termine un termine un termine un termine un tert history tion on av or Exchar rocess to compliance ected, per imary ass ces.	ws; provides orientat sues. Using the IL La blacement and follow using automated sys ner staff; establishes sites within the servic Utilizes Spanish lang client Unemployment cessing of claims for y and other federal o nemployment insurar y and work status; pr ailable job training an nge system, determin facilitate reemployme e; explains client righ forms these duties for igned office. Utilizes	ion and c abor Exch -up service and main ce deliver juage to a Insuranc unemploy r trade re noce claim rovides or nod/or edu nes releva ent; assis its and re or assigne Spanish l	larifies ange si ces on a fers clie ntains a y area o assist cl e and V yment in adjustm s mone rientatio cationa ant serv sponsik ed work languag	eligibility fa ystem, sele available jo activity repo- other than lients who i Nagner-Pe- nsurance b nent. Condi- tary and no on and clari al programs ices for the e formation polities as the sites within ge to assist	ctors; adj tots suital b orders mplex iss rts. As di the prima equest o vser servi enefits, ir ucts bene onmoneta fies eligib ; provides applican of work s ey pertai the serv clients w	indica ole job or trais rected ry ass r need includif fit right ry eligi ility fa s infor t and search n to b ice de ho rec	tes o openir ining pro- ind/or se d, perfor signed o d interpr eds. Pro- ng but n hts inter gibility a actors; mation enefits elivery a quest or	ngs for ograms; ervice ms office. retive ovides not views nd on the s in plan rea r need	
25%	complex and spe Employment Sec not limited to the	ecial claim curity (IDE Illinois Be ns these d d office.	to receipt, review, et s on benefit entitlem S). Loads and extra enefit Information Sys uties for assigned wo	ent progra cts claima stem (IBIS orksites w	ams ad s data u S), Illinc ithin the	ministered using auton bis Job Link e service d	by the Illi nated sys (IJL) and elivery ar	nois L tems d Gen ea oth	Departm includin Tax. As ner than	ient of ig but	
1 1	el fonde			' '	the	masc	han	ن ت	03/	/22/2019	
<u> </u>	94) AL 407-0794	1 1.5	MAR 28 2213	<u> </u>		by Juni 031221201					
CMS/104 (Ref 10/	4.25-19	BY	h-	יש -							

16. (CONTINUE	<u>)</u>	TO A TELEVISION OF DOOLTION F	SSENTIAL FUNCTIONS (Continued)
16. (CONTINUE % OF TIME 20% 10%	 <u>16. COMPLETE CURRENT AND</u> Assists clients with variable Security (IDES) and para Exchange system. Assists employers and hiring fare Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employ performs these duties assigned office. Travel need interpretive servious 4. Adjudicates monetary routine, initial or contin written determinations 	artner agencies. Assists of registers, sesses, researches and selects clier airs for job interviews; selects suitab applicants requiring services availabl ts to use and interpret self-assessm n regarding training programs or sele additional referrals; verifies and reco with the planning, recruitment, and e yers in the use of self-service of the I for assigned worksites within the se Is to fairs and worksites. Utilizes Spa ices. and nonmonetary benefit claim issu nued claims; investigates, researche ; conducts reconsidered determinati	job seekers and employers using the IL Labor int skills; refers clients to training programs or ble job openings as listed in the IL Labor le through computer programs and contacts eent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or es, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs
10%	 Advises clients on wor clients with more comp Conducts employment claims; processes data extracts and utilizes data 	k attitudes, habits, relationships and plex or specialized issues and/or set t workshops to enhance client emplo a from file construction and mainten	very area other than the primary assigned office. d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6. Establishes and maint	ains activity reports to demonstrate	work activity and detail time charging.
05% .	7. Performs other duties enumerated above.	as required or assigned which are re	easonably within the scope of the duties
conductin	N TITLE AND NUMBER OF IM		for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
	· · ·		WORKING TITLE (IF ANY)
		visor 13600-44-54-105-30-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:	
		WORKER sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me percentage(s) allotted. as checked above, list position nt:	title, position number, and number of su	ubordinate incumbents or authorized funded
NI/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
PERFOR ABILITIE CAN NO	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT LONGER BE USED.	HIS POSITION. NOTE: SINCE THERE FIFICATION IDENTIFIED ON STANDAR	L CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
social/behav staff membe business; or employee Up to a certificat impacting on ability to effe identification of payment of processing a ability to sp	ioral sciences or business; or r and a minimum of two year four years (6,000 work hour oward Mobility Program may e of proficiency. Requires w areas of responsibility; job k ctively communicate with en of inappropriate work searc or non-payment of claimants nd spreadsheets, database	or requires two years (3,000 work ho rs college credits completed with pars s) as a department intermittent staff complete combinations of specific working knowledge of those provision knowledge of employers and their U nployers and/or clients; determine a h efforts; effectively organize and ar and to use a personal computer wit management, electronic mail and in language at a colloquial skill leve	s college with academic background in burs) of experience as a department intermittent ssing grades in social/behavioral sciences or member; or qualifying state employees, in the proficiency tests and training programs leading ns of the Unemployment Insurance (UI) Act II and employment service needs. Requires the in effective work search plan for clients and nalyze pertinent information for the determination th related software programs such as word internet. Requires ability to travel. Requires el in carrying out position duties in

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1 i i i



1. POSITION TITLE	WOR	KING TITLE (IF ANY)	BILING			ION TITLE ON CODE	2. PO	SITIC	N N	IUMBER
EXISTING POSITION										
NEW/REVISED POSITION										
Employment Security Program Representative	Prog	ram Representative	29)		SS	13650-44-54-107-10-3			107-10-31
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	Т	9. OFFICE USE
EXISTING POSITION										
NEW/REVISED POSITION										
IL Department of Employment Security	ent	Service Delivery/ Field Operations			0	022	2	R		
10. SECTION		11. UNIT				12. TRANS	ACTION		13. DA	EFFECTIVE TE
EXISTING POSITION						□ MA021 E	STABL	ISH		11/01/2022
						□ MA022 E	XEMPT	COD	E CI	HANGE
NEW/REVISED POSITION						□ MC024 F	POSITIO	N NU	MBE	R CHANGE
Northern Region/ North Au Local Office	rora					⊠ MC026 (CLARIF	Y		
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTA EXEN		CHANGE	027 ADDITIONAL IDENTICAL GE 028 WORK COUNTY CHANGE			
EXISTING POSITION									i i C	
							MD021 ABOLISH MC149 DOWNWARD REALLOCATION			
NEW/REVISED POSITION						☐ MC149 DOWNWARD REALL				
Lisle, IL		RC062			N	□ MC158 L			-	

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

% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF PC	DSITION ESSENTIAL FUNCTIONS							
	 Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites 								
	 Utilizes Spanish language to assist clients who reque 	est or need interpretive services							
10%	4. Adjudicates monetary and nonmonetary benefit claim iss for routine, initial or continued claims	ues, providing eligibility determinations							
	 Investigates, researches, and explains case disposition Provides written determinations Conducts reconsidered determinations and accepts a As directed, performs these duties for assigned works other than the primary assigned office 	appeals							
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 issue office or partner staff Conducts employment workshops to enhance client e Assists clients with registration and claims Processes data from file construction and maintenance Employment Security (IDES) automated data files Extracts and utilizes data As directed, performs these duties for assigned works other than the primary assigned office 	employability ce for all relevant Illinois Department of sites within the service delivery area							
05%	6. Establishes and maintains activity reports to demonstrate	e work activity and detail time charging							
05%	7. Performs other duties as required or assigned which are duties enumerated above	reasonably within the scope of the							
preparing, cor	N TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible f nducting and signing performance evaluations; effectively recomment vances for the incumbent of this position.)								
		WORKING TITLE (IF ANY)							
Public Servio	ce Administrator 37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager							
18. CHECK T	THE APPROPRIATE BOX IF THIS POSITION IS A:								
Supervisor	r 🛛 Lead Worker								

18. CHECK THE APPROPRIATE BO	DX IF THIS POSITION IS A:							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.								
Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A								
SUCCESSFUL PERFORMANCE OF OPTIONS OF SKILLS AND ABILITIE PHRASE "SAME AS SPECIFICATION	F THE WORK OF THIS POSITION. NOT ES AND LICENSURE OR CERTIFICATION	ERTIFICATION NECESSARY FOR THE E: SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE						
	lls and mental development equivaler navioral sciences or business; OR	nt to four (4) years college with academic						
	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 in	ntermittent staff member.						
	n the employee Upward Mobility Prog successful completion of specific prof	gram shall have the stated requirements of ficiency tests and training programs.						
	and write the Spanish language at a ction with Spanish speaking clients	colloquial skill level in carrying out						
20. CONDITIONS OF EMPLOYMEN	т							
	vel, including overnight stays Police background check and self-di	isclosure of any criminal history						
	NG STATEMENT: Information in this stat onsibilities of the position.	ement is <u>NOT</u> intended to be all-						
encompassing or to address all responsibilities of the position. The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social 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
Anthony Pascente by Penny Christian 12/19/2022		Kristin Richard by Jehn:	10/26/2022

NewRevised Position 29 SS 13650-44-54-107-41-31 Program Representative 4. BUREAU/ DIVISION 5. EXAT COUNTY ANTH ANTH ANTH Existing Position 5. EXAT COUNTY ANTH ANTH Existing Position 5. EXAT COUNTY ANTH Existing Position 5. EXAT COUNTY ANTH Existing Position 5. EXAT COUNTY ANTH Existing Position 0 045 Y R 10. SECTION 11. UNIT 12. TRANSACTION 13. EFFECTIVE DATE CODE 0/2/16/2019 13. EFFECTIVE DATE NewRevised Position 11. UNIT 12. TRANSACTION 13. EFFECTIVE DATE Northern Region/ North Aurora Local Office Service Unit II MA021 ESTABLISH MC022 0/2/16/2019 NewRevised Position 15. BARGAINING/TERM CODE Rutan Existing Position MC024 POSITION NUMBER CHANGE MC024 MC024	1. POSITION TIT	LE	WORKING TITLE (IF ANY) BILINGUAL POSITION CODE OPTION C							2. POSITION NUMBER				
Employment Security 29 SS 13650-44-54-107-41-31 3. AGENCY 4. BUREAL//DIVISION 6 000 1000 1000 3. AGENCY 4. BUREAL//DIVISION 6 000 1000 1000 11. Department of Employment Security Service Delivery/ Field Operations 0 045 Y R 10. SECTION 11. UNIT 11. UNIT 11. Department of Employment Security 0 045 Y R Notifient Region/ North Aurora Local Office Service Unit II 0 045 Y R 02/16/2019 Northern Region/ North Aurora Local Office Service Unit II 0 045 Water Statulish 0 045 V////////////////////////////////////	Existing Position													
3. AGENCY 4. BUREAL/ DIVISION ¹ East ¹	Employment S		:		29		SS	13650	-44-54-	107-4	1-31			
Newforward Postor IL Department of Employment Security Service Delivery/ Field Operations 0 0.45 Y R 10. SECTION 11. UNIT IS EFFCIDE CATE Up (2/16/2019) 10.2/16/2019 Northern Region/ North Aurora Local Office Service Unit II MAD21 ESTABLEH 0.2/16/2019 Northern Region/ North Aurora Local Office Service Unit II MAD21 ESTABLEH 0.2/16/2019 Northern Region/ North Aurora Local Office Service Unit II MAD21 ESTABLEH 0.2/16/2019 Northern Region/ North Aurora IL RCG62 N MAD21 ESTABLEH North Aurora, IL RCG62 N MCG82 MCG8	3. AGENCY			4. BUREAU/ DIVISION	<u>ا</u>				6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
IL Department of Employment Security Service Delivery/ Field Operations 0 045 Y R DI SECTION 11. UNIT IS INVERSENT IS INVERSENT 02/16/2019 Northern Region/ North Aurora Local Office Service Unit II Immediate Section 02/16/2019 02/16/2019 Northern Region/ North Aurora Local Office Service Unit II Immediate Section Immediate Section 02/16/2019 NewRegread Is BARGAINING/TERM CODE Emmediate Section Immediate Section Immediate Section 02/16/2019 North Aurora, IL Is COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESECITION INNEER CHANCE Immediate Section Immediate Section % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESECITION ESECITION INNEER CHANCEATION Immediate Section Immediate Section % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESECITION INNEER CHANCEATION Immediate Section S	Existing Position													
10. SECTION 11. UNIT II. TreadsAction II. Enversaction 10. SECTION 11. UNIT II. TreadsAction II. Enversaction Northern Region/ North Aurora Local Office Service Unit II III. MART III. TreadsAction III. Control IIII. Control IIII. Control IIII. Control IIII. Control IIIII. Control IIIIII. Control IIIIII. Control IIIIII. Control IIIIIII. Control IIIIIIII. Control IIIIIIIIII. Control IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII				Sonice Delivery/	Tield Oner	otiona		0	045	v				
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complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. DIRECTOR/DF CM93/IGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE MAY 2001 03/22/2019		 insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need 							gs for ograms; ervice ms ffice. etive ovides ot views of on the s in plan ea					
27	DIRECTOR OF C	complex and spec Employment Secu not limited to the I directed, performs primary assigned	cial claims urity (IDES Ilinois Ben s these du office.	s on benefit entitlem S). Loads and extra nefit Information Sys uties for assigned we	ent progra icts claims stem (IBIS orksites wi	ims ac data b), Illin thin th	dminist using a ois Job ne serv	ered by automat b Link (I rice deli SIGNATI	v the Illin ted syste JL) and very are	ois D ems ii GenT	epartme ncluding fax. As er than t	g but the		
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	15-164 (Ral 10/0	<u>27</u>			[·/]			Ser	~~~~					
				EY:					•					

16. (CONTINUE								
% OF TIME			D ACCURATE STATEMENT OF POSITION					
20%		Assists clients with var Security (IDES) and pa Exchange system. As employers and hiring f Exchange system for a employers; trains clien clients with information up on training program referrals and need for opportunities; assists v applicants and employ performs these duties assigned office. Travel need interpretive servit Adjudicates monetary routine, initial or contin	rious programs and services offered artner agencies. Assists or registers sesses, researches and selects clie fairs for job interviews; selects suital applicants requiring services availabilits to use and interpret self-assessing in regarding training programs or sel as or job orders for employers reque additional referrals; verifies and rec with the planning, recruitment, and evers for assigned worksites within the se is to fairs and worksites. Utilizes Sp ices. and nonmonetary benefit claim issu- nued claims; investigates, researches	d by the s job set ent skills ble throu- nent voo lected jo esting se cords pla executio IL Labo ervice de panish la ues, pro es, and	a Illinois Department of Employment ekers and employers using the IL Labor s; refers clients to training programs or openings as listed in the IL Labor ugh computer programs and contacts cational exploration tools; provides obs and job interview procedures; follows ervice from IDES to determine status of acements; as directed, solicits job on of hiring fairs. Coaches both or Exchange System. As directed, elivery area other than the primary anguage to assist clients who request or oviding eligibility determinations for explains case disposition; provides			
					d accepts appeals. As directed, performs			
		these duties for assign	ied worksites within the service deli	very are	ea other than the primary assigned office.			
10%	10% 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.							
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.							
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	reasona	bly within the scope of the duties			
conductin	g and		MEDIATE SUPERVISOR (Responsible luations; effectively recommending and		gning and reviewing work, preparing, ng disciplinary action and adjusting grievances			
				WORK	(ING TITLE (IF ANY)			
Employment	Sec	urity Field Office Superv	visor 13600-44-54-107-40-01					
18. CHECK T	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:	1				
	RVIS	SOR OR 🗌 LEAD V	NORKER					
NOTE: S	uper	rvisorv or lead worker res	sponsibilities <u>must</u> be described in a	u detaile [,]	d duty statement(s) with a			
l ti	me p	percentage(s) allotted.						
If a box w headcour	nt:		title, position number, and number of s	ubordina	ate incumbents or authorized funded			
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies			
N/A		KNOW/ EDGES SKILLS			I NECESSARY FOR THE SUCCESSFUL			
					OW SEVERAL OPTIONS OF SKILLS AND			
ABILITIE	S AN	ID LICENSURE OR CERT			E PHRASE "SAME AS SPECIFICATION"			
		GER BE USED.						
			evelopment equivalent to four years		e with academic background in experience as a department intermittent			
					rades in social/behavioral sciences or			
business; or	four	years (6,000 work hours	s) as a department intermittent staff	fmemb	er; or qualifying state employees, in the			
					ncy tests and training programs leading			
					e Unemployment Insurance (UI) Act mployment service needs. Requires the			
					tive work search plan for clients and			
identification	of ir	appropriate work search	h efforts; effectively organize and a	nalyze p	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							
					Requires ability to travel. Requires			
		and write the Spanish h Spanish speaking cli	language at a colloquial skill leve	er in ca	rrying out position duties in			

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Existing Position	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
New/Revised Position										
Employment S Program Repi				29	SS)-44-54-	107-5	51-31	
3. AGENCY	· · · · · · · · · · · · · · · · · · ·		4. BUREAU/ DIVISION			5. EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFIC USE
Existing Position										
New/Revised Position	t of Employment Securi	itv	Service Delivery/ I	Field Opera	ations	0	045	Y	R	
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	L [1	3. EFFECTIV	E DATE
Existing Position					OOBL			02/16/	/2019	
New/Revised Position			Service Unit III				21 ESTAE			
Northern Regi	on/ North Aurora Local	Office	Service Offic III		Rutan	🗖 мсо	22 EXEM	РТ СОБ		
14. WORK LOCA	TION		15. BARGAINING/TER		Exempt	🖾 мсо	26 CLARI	FY	MBER CH	
Existing Position							28 WORK	COUN	IDENTICAL	
New/Revised Position	- <u>-</u>					Т 🔲 MC1		WARD	REALLOC	
North Aurora,			RC06		N		58 · UPWA	RD RE	ALLOCATIO	
% OF TIME	16. COMPLETE CURRE Under general superv									
25%	services related to limited to interstat with clients to det discern employme provides informat use of the IL Labo the registration pr and reviews for co programs. As dire	claim issue eferrals, p ims data i ce or partr ned works orksites. L dresses cl or the proc te, military ermine un ent history ion on ava or Exchang ocess to f ompliance ected, perf mary assig res.	ues. Using the IL L lacement and follow using automated sy her staff; establishes sites within the servi Jtilizes Spanish lang lient Unemployment essing of claims for and other federal of and other federal of and work status; p ailable job training a ge system, determin acilitate reemploym ; explains client righ orms these duties for gned office. Utilizes	abor Excha y-up servic stems; refe and main ce delivery guage to a lnsurance unemployer trade rea nce claims rovides ori- nes relevar ent; assistant or assigned Spanish la	ange syster es on availa ers clients v tains activit v area other ssist clients and Wagn ment insura adjustment. monetary a entation and st services t s in the form ponsibilities d worksites anguage to	n, selec able job vith com y report than th who re er-Peys ance ber Conduc and non d clarifie grams; p for the a nation o s as they within th assist cl	ts suitab orders of plex iss s. As dir e primar quest or er servio monetar es eligibi provides pplicant f work s y pertain he servio lients wh	ce ne ce ne celudir fit right y elig lity fa infor and ce de no rec	eds. Pro additional properties of the second properties of the second p	ogram rvice ms ffice. etive ovides ot views ad on the in olan ea
2070	complex and spec Employment Secu not limited to the I	cial claims urity (IDES Illinois Bei	s on benefit entitlem 6). Loads and extra nefit Information Sys	ent progra cts claims stem (IBIS)	ms adminis data using), Illinois Jo	tered by automa b Link (l	/ the Illir ted syst IJL) and	iois D ems i Gen ⁻	epartme ncluding Tax. As	
	directed, performs primary assigned								er than	the
		office.	E SUPERVISOR SIGNA		GENCY HEAD					the ATE

16. (CONTINUE				TOOTHT				
% OF TIME			D ACCURATE STATEMENT OF POSITION					
20%	3.	Security (IDES) and pa Exchange system. As employers and hiring fi Exchange system for a employers; trains clien clients with information up on training program referrals and need for a opportunities; assists w applicants and employ performs these duties assigned office. Travel need interpretive service Adjudicates monetary a routine, initial or contin	artner agencies. Assists or registers assesses, researches and selects clie fairs for job interviews; selects suita applicants requiring services availat the use and interpret self-assesses in regarding training programs or sel additional referrals; verifies and rec with the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the se ls to fairs and worksites. Utilizes Sp ices. and nonmonetary benefit claim issu- nued claims; investigates, researche	s job see ent skills ble job o ble throu nent voo lected jo esting se cords pla executio IL Labo ervice de banish la ues, prov es, and e	ugh computer programs and contacts cational exploration tools; provides obs and job interview procedures; follows ervice from IDES to determine status of acements; as directed, solicits job on of hiring fairs. Coaches both or Exchange System. As directed, elivery area other than the primary anguage to assist clients who request or viding eligibility determinations for			
10%	 these duties for assigned worksites within the service delivery area other than the primary assigned office. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. 							
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	ctivity and detail time charging.			
05%		enumerated above.	as required or assigned which are r					
conducting	g and	LE AND NUMBER OF IMM d signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances			
				WORK	ING TITLE (IF ANY)			
			visor 13600-44-54-107-50-31					
18. CHECK TH	IE A	PPROPRIATE BOX IF THI	IS POSITION IS A:					
	۷IS		VORKER					
NOTE: SI	uper	visory or lead worker res	sponsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a			
tin	ne p	ercentage(s) allotted.						
headcount	t:	· · · · · · · · · · · · · · · · · · ·	title, position number, and number of su	ubordina	te incumbents or authorized funded			
N/A	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies			
	ZED	KNOWLEDGES, SKILLS	ABILITIES, LICENSURE OR CERTIFI	CATION	NECESSARY FOR THE SUCCESSFUL			
PERFORM	/IAN(CE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	W SEVERAL OPTIONS OF SKILLS AND			
ABILITIES CAN NO L	AN	D LICENSURE OR CERTI GER BE USED.	FICATION IDENTIFIED ON STANDAR	RDS, TH	E PHRASE "SAME AS SPECIFICATION"			
Requires know	wlea	lge, skills and mental de	evelopment equivalent to four years	college	with academic background in			
social/behavio	oral	sciences or business; or	r requires two years (3,000 work ho	ours) of e	experience as a department intermittent			
staπ member	and	a minimum of two years	s college credits completed with pa	issing gr	rades in social/behavioral sciences or er; or qualifying state employees, in the			
employee Up	war	d Mobility Program may	complete combinations of specific	proficier	ncy tests and training programs leading			
to a certificate	e of	proficiency. Requires w	orking knowledge of those provision	ns of the	e Unemployment Insurance (UI) Act			
impacting on	area	as of responsibility; job k	nowledge of employers and their U	I and er	nployment service needs. Requires the			
identification	of in	appropriate work search	ployers and/or clients; determine a efforts: effectively organize and ar	in eπecti nalvze n	ive work search plan for clients and ertinent information for the determination			
of payment or	r nor	n-payment of claimants a	and to use a personal computer wit	th relate	d software programs such as word			
processing ar	nd sj	preadsheets, database r	management, electronic mail and in	nternet. I	Requires ability to travel. Requires			
ability to spe	ака	and write the Spanish I Spanish speaking clie	language at a colloquial skill leve	el in car	rying out position duties in			

POSITION DESCRIPTION

1. POSITION TIT	ſĹĔ	KING TITLE (IF ANY)	BILINGUAL	POSITIO	ON TITLE	2. POS	TION NU	MBER			
Existing Position											
New/Revised Position											
Employment Program Rep	Security			29	S	SS	13650-44-55-103-21-31				
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	·····		Oracia Dalivary/ Fi		-4:			050	Y	R	
	nt of Employment Secur	ity	Service Delivery/ Fi	ela Opera	ations		0	050		3. EFFECTIN	
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIV	
Existing Position										02/16	/2019
New/Revised Position			Service Unit I	·				21 ESTAE			
Northwest Re	gion/ Ottawa Local Offi	ce	Service Unit I				🗖 мсо	22 EXEM	PT COD		
14. WORK LOCA	ATION		15. BARGAINING/TERM			Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE
Existing Position							🗖 мсо	27 ADDIT	IONAL		
								28 WORK 21 ABOLI		IT CHANG	
New/Revised Position			RC062			N		49 DOWN 50 LATEF			
Ottawa, IL								58 UPWA	RD RE		
% OF TIME	16. COMPLETE CURR										
25%	 insurance benefits, in conducts benefit right nonseparation benefit applicants, provides r loads and extracts cla needs to relevant offit these duties for assig Travels to fairs and w services. 1. Assesses and ad services related t limited to intersta with clients to det discern employm provides informat use of the IL Lab the registration p and reviews for c programs. As dire other than the pri interpretive service 	Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment rance benefits, including but not limited to interstate, military and other federal or trade readjustment; ducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates separation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for licants, provides referrals, placement and follow-up services on available job orders or training programs; is and extracts claims data using automated systems; refers clients with complex issues and/or service ds to relevant office or partner staff; establishes and maintains activity reports. As directed, performs the duties for assigned worksites within the service delivery area other than the primary assigned office. <i>vels</i> to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive ices.									
	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.										
	Court 1						SIGNAT		:		DATE
27			IAR 28 20.3		thoma by			em	: 	03/2	22/2019
MS-104 (Rev. 10/	94) IL 401-0794 W 4:55-19	L"									

16. (CONTINUE	D)								
% OF TIME	-		ACCURATE STATEMENT OF POSITION						
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employed performs these duties fa assigned office. Travels need interpretive service	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availables to use and interpret self-assessmi- regarding training programs or sele s or job orders for employers reque additional referrals; verifies and reco- with the planning, recruitment, and e ers in the use of self-service of the for assigned worksites within the se s to fairs and worksites. Utilizes Spi- ces.	by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or ole job openings as listed in the IL Labor le through computer programs and contacts nent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or					
10%		4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.							
10%	5. 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 a enumerated above.	as required or assigned which are n	easonably within the scope of the duties					
conductin	g an			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
				WORKING TITLE (IF ANY)					
Employment	Sec	urity Field Office Superv	isor 13600-44-55-103-20-01						
18. CHECK T	HE A	PPROPRIATE BOX IF THI	IS POSITION IS A:	, , ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,, ,,					
	RVIS	SOR OR 🗌 LEAD V	VORKER						
	une	rvisory or lead worker res	ponsibilities must be described in a	detailed duty statement(s) with a					
ti	me j	percentage(s) allotted.							
If a box w headcour		hecked above, list position	title, position number, and number of su	ubordinate incumbents or authorized funded					
	Po	sition Title	Position Number	No. of Incumbents or Funded Vacancies					
		KNOWI EDGES SKILLS		CATION NECESSARY FOR THE SUCCESSFUL					
				ARE NOW SEVERAL OPTIONS OF SKILLS AND					
ABILITIE	S AN			RDS, THE PHRASE "SAME AS SPECIFICATION"					
				college with academic background in					
				ours) 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 certificat	e of	proficiency. Requires w	orking knowledge of those provisio	ns of the Unemployment Insurance (UI) Act					
				I 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 incorporation for the determination for the determination of incorporation for the determination of								
	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 a	processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires								
				el in carrying out position duties in					
conjunction	wit	h Spanish speaking cli	ents.						

1. POSITION TIT	LE	WORKING TITLE (IF ANY) BILINGUAL POSITION TITL CODE OPTION CODI						2. POSITION NUMBER			
Existing Position											
New/Revised Position				29	ss	13650	13650-44-55-104-11-31				
Program Repl 3. AGENCY	esentative	I	4. BUREAU/ DIVISION	<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE	
Existing Position							SCONT .				
New/Revised Position	<u></u>				- 41		004				
IL Department	t of Employment Secur	ity	Service Delivery/ Fig	eld Opera	ations	0	081	Y	R 3. EFFECTIV		
10. SECTION			11. UNIT	<u></u>		12. TRA	ISACTION		. EFFEGIN		
Existing Position									02/16/	/2019	
New/Revised Position	gion/ Rock Island Loca	l Office	Service Unit I				021 ESTAE	PT COD			
14. WORK LOCA	TION		15. BARGAINING/TERM		Rut Exe	empt 🛛 MC	024 POSIT 026 CLARI	FY			
Existing Position							027 ADDIT 028 WORK				
New/Revised Position							021 ABOLI 149 DOWN		REALLOCA	ATION	
Rock Island, I	L		RC062			N D MC	150 LATER	RAL REA	ALLOCATIO	ON	
% OF TIME	16. COMPLETE CURR	ENT AND /	ACCURATE STATEME		SITION	ESSENTIAL	FUNCT	ONS			
25%	 insurance benefits, in conducts benefit right nonseparation benefit applicants, provides r loads and extracts claneeds to relevant offit these duties for assig Travels to fairs and w services. 1. Assesses and ad services related the limited to interstate with clients to de discern employme provides informatuse of the IL Lab the registration pand reviews for coprograms. As dimensional contents and the services for contents and reviews for contents and reviews for contents. 	rvision, for an assigned area, assesses and addresses client Unemployment Insurance service needs. Provides services related to the processing of claims for unemployment including but not limited to interstate, military and other federal or trade readjustment; hts interviews; provides orientation and clarifies eligibility factors; adjudicates fit claim issues. Using the IL Labor Exchange system, selects suitable job openings for referrals, placement and follow-up services on available job orders or training programs; laims data using automated systems; refers clients with complex issues and/or service fice or partner staff; establishes and maintains activity reports. As directed, performs igned worksites within the service delivery area other than the primary assigned office. worksites. Utilizes Spanish language to assist clients who request or need interpretive ddresses client Unemployment Insurance and Wagner-Peyser service needs. Provides to the processing of claims for unemployment insurance benefits, including but not tate, military and other federal or trade readjustment. Conducts benefit rights interviews etermine unemployment insurance claims monetary and nonmonetary eligibility and ment history and work status; provides orientation and clarifies eligibility factors; ation on available job training and/or educational programs; provides information on the bor Exchange system, determines relevant services for the applicant and coaches in process to facilitate reemployment; assists in the formation of work search action plan compliance; explains client rights and responsibilities as they pertain to benefits irrected, performs these duties for assigned worksites within the service delivery area arimary assigned office. Utilizes Spanish language to assist clients who request or need irrected.							ent; ogs for ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea		
25%	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.							ent of g but the			
DIRECTOR OF CMS OGNATURE IMMEDIA			E SUPERVISOR SIGNAT			HEAD SIGNA		i	(DATE	
fanel forde			MAR 28 25.3		100	has Cr	in	نت	03/	22/2019	
MS,104 (Rev 10/9	94) IL 401-0794		<u> </u>							<u></u>	
Kan M.	42519										
Nour po	yu .										

16. (CONTINUE	D)		ESSENTIAL EUNCTIONS (Continued)					
% OF TIME	16. COMPLETE CURRENT ANI	D 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 enumerated above.	as required or assigned which are r	easonably within the scope of the duties					
conductin	N TITLE AND NUMBER OF IM g and signing performance eva umbent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
			WORKING TITLE (IF ANY)					
Employment	Security Field Office Super-	visor 13600-44-55-104-10-01						
18. CHECK T	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:						
		WORKER						
NOTE: S	upervisory or lead worker re	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a					
ti	me percentage(s) allotted.							
If a box w headcour	t:		ubordinate incumbents or authorized funded					
	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A 19 SPECIAL		ABILITIES LICENSURE OR CERTIFI	CATION NECESSARY FOR THE SUCCESSFUL					
PERFOR	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND					
CAN NO	LONGER BE USED.		RDS, THE PHRASE "SAME AS SPECIFICATION"					
			college with academic background in					
social/behav	oral sciences or business; or and a minimum of two years	or requires two years (3,000 work ho rs college credits completed with pa	ours) of experience as a department intermittent is using grades in social/behavioral sciences or					
business; or	four years (6,000 work hour	s) as a department intermittent staff	member; or qualifying state employees, in the					
employee Up	ward 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 effe	ctively communicate with en	nployers and/or clients; determine a	n effective work search plan for clients and					
identification	of inappropriate work searc	h efforts; effectively organize and a	nalyze pertinent information for the determination					
			th related software programs such as word nternet. Requires ability to travel. Requires					
ability to sp	eak and write the Spanish	language at a colloquial skill leve	el in carrying out position duties in					
	with Spanish speaking cl							



1. POSITION TITLE	WOR	KING TITLE (IF ANY)	BILINGU			ION TITLE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION											
Employment Security Program Representative	Prog	ram Representative	29			SS 13650-44-55-106-10-			06-10-31		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	г ⁹	. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION		Comise Delivery/Field									
IL Department of Employm Security	ent	Service Delivery/ Field Operations			0	098	2	R			
10. SECTION		11. UNIT				12. TRANS CODE	ACTION	ACTION 13. EFFECTIVE DATE			
EXISTING POSITION						□ MA021 ESTABLISH 01/16/2023			/16/2023		
						□ MA022 E	XEMPT CODE CHANGE				
NEW/REVISED POSITION						□ MC024 F	POSITIO	OSITION NUMBER CHANGE			
Northwest Region/ Sterling Local Office		Service Unit I				⊠ MC026 (26 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT			MC027 ADDITIONAL IDENTICAL CHANGE			ICAL			
	CODE			··· ·	□ MC028 V	IC028 WORK COUNTY CHANGE					
EXISTING POSITION					□ MD021 A	ABOLISH	ł				
					□ MC149 [DOWNW	ARD F	REALL	OCATION		
NEW/REVISED POSITION	RC062		1	N	□ MC150 L	ATERA	L REAI	LOC	ATION		
Sterling, IL				-	🗆 MC158 l	JPWARI	D REAI	LOC	ATION		

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides offentation and rederally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
	Utilizes Spanish language to assist clients who request or need interpretive services
25%	 Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)
	 Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	 Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	 Assists or registers job seekers and employers using the IL Labor Exchange system Assesses, researches and selects client skills
	 Refers clients to training programs or employers and hiring fairs for job interviews Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers
	 Trains clients to use and interpret self-assessment vocational exploration tools Provides clients with information regarding training programs or selected jobs and job interview procedures
	 Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals Verifies and records placements
	As directed, solicits job opportunities
	 Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	 Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites Utilizes Spanish language to assist clients who request or need interpretive services 							
10%	 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims Investigates, researches, and explains case disposition Provides written determinations Conducts reconsidered determinations and accepts appeals As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office 							
10%	 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 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%	05%7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and evances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
Employment Security Field Office Supervisor 13600-44-55-106-10-01								
18. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
□ Supervise	Supervisor Lead Worker							

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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



1. POSITION TITLE EXISTING POSITION	WOR	BILING			ION TITLE ON CODE						
NEW/REVISED POSITION											
Employment Security Program Representative	Prog	ram 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 Employme	ent	Service Delivery/ Field Operations			0	072	2	R			
10. SECTION	11. UNIT				12. TRANS CODE	ACTION	CTION 13. EFFECTIVE DATE				
EXISTING POSITION						□ MA021 E	MA021 ESTABLISH 01/16/2023				
						□ MA022 E	EXEMPT CODE CHANGE				
NEW/REVISED POSITION						□ MC024 F	POSITIO	OSITION NUMBER CHANGE			
Northwest Region/ Peoria L Office	ocal	Service Unit II				⊠ MC026 (CLARIF				
14. WORK LOCATION	15. BARGAINING/TERM CODE				MC027 ADDITIONAL IDENTICAL CHANGE						
						□ MC028 V	NORK C	OUNT	Y CHANGE		
EXISTING POSITION						□ MD021 A	ABOLISH	4			
						□ MC149 [DOWNW	/ARD F	REALLOCATION		
NEW/REVISED POSITION		RC062		I	N	MC150 LATERAL REALLOCATION					
Peoria, IL	eoria, IL				•	□ MC158 L	JPWARI	D REAL	LOCATION		

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)
	 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
	 Provides offentation and rederally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
	Utilizes Spanish language to assist clients who request or need interpretive services
25%	 Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)
	 Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
20%	 Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies
	 Assists or registers job seekers and employers using the IL Labor Exchange system Assesses, researches and selects client skills
	 Refers clients to training programs or employers and hiring fairs for job interviews Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers
	 Trains clients to use and interpret self-assessment vocational exploration tools Provides clients with information regarding training programs or selected jobs and job interview procedures
	 Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals Verifies and records placements
	As directed, solicits job opportunities
	 Assists with the planning, recruitment, and execution of hiring fairs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	 Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites Utilizes Spanish language to assist clients who request or need interpretive services 							
10%	 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims Investigates, researches, and explains case disposition Provides written determinations Conducts reconsidered determinations and accepts appeals As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office 							
10%	 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 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%	05%7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
preparing, co	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and provide the incompart of this position.							
adjusting gri	evances 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 Lead Worker								

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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



22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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

1. POSITION TIT	TITLE WORKING TITLE (IF ANY)									
Existing Position										
New/Revised Position Employment Program Rep	Security		29	SS		13650-44-55-108-61-31				
3. AGENCY			4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/L AUTH	8 AUDIT	9 OFFICE USE
Existing Position										1
New/Revised Position	nt of Employment Secur	ity	Service Delivery/ F	ield Oper	ations	0	072	2	R	N
10. SECTION			11. UNIT			12. TRAN CODE	ISACTION	1	3. EFFECTI	E DATE
Existing Position									08/16/	2020
New/Revised Position	egion/ Peoria Local Offic	ce.	Service Unit V				21 ESTA			·C
	-				Rutan	По мес	22 EXEM	ΠΟΝΝΙ		
14. WORK LOCA Existing Position	ATION		15. BARGAINING/TERM	ICODE	Exemp)26 CLAR)27 ADDN		IDENTICA	LCHANGE
-							28 WORI 21 ABOL		ITY CHANG	ЭE
New/Revised Position	· · · · · · · · · · · · · · · · · · ·		50000		NI		49 DOWI	NWARD		
Peoria, IL			RC062		N	D MC1	50 LATER	ARDRE		
% OF TIME	16. COMPLETE CURRE Under general superv								4 -	
25%	 nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services. 									
25%	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								ATE		
Director of t	famel forte	F.	ECEIVE					birn		6/2020
Janel Jonk: 39 JECEIVED Fustin Rchard by Selven 08/26/2020 US-104 (Rev. 10/94) IL 40/1-0794 Steel. Taplet SEP 0 2 2020 Show 9/18/20 Steel. Taplet SEP 0 2 2020 Show 9/18/20 Steel. Taplet SEP 0 2 2020 Show 9/18/20 Steel. Taplet SEP 0 2 2020										

16. (CONTINUE								
% OF TIME			ACCURATE STATEMENT OF POSITION					
20%	SE E E C U C O A P A A T C O A T C O A T C O A T C O A D C C U C C C C C C C C C C C C C C C C	Security (IDES) and particular Exchange system. As employers and hiring f Exchange system for a employers; trains clien lients with information pontraining program eferrals and need for apportunities; assists of policants and employ performs these duties assigned office. Trave reed interpretive servite adjudicates monetary puttine, initial or contin- vritten determinations	artner agencies. Assists or registers sesses, researches and selects clia applicants requiring services availa- to use and interpret self-assess regarding training programs or se additional referrals; verifies and rec- with the planning, recruitment, and vers in the use of self-service of the for assigned worksites within the se is to fairs and worksites. Utilizes Sp ces. and nonmonetary benefit claim issu- ued claims; investigates, researche ; conducts reconsidered determinat	d by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or able job openings as listed in the IL Labor ble through computer programs and contacts ment vocational exploration tools; provides elected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary banish language to assist clients who request or use, providing eligibility determinations for es, and explains case disposition; provides tions and accepts appeals. As directed, performs				
	tł	nese duties for assigr	ed worksites within the service del	ivery 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. E	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.						
05%		erforms other duties numerated above.	as required or assigned which are r	reasonably within the scope of the duties				
conductir	N TITLE ng and s	AND NUMBER OF IMM		for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances				
				WORKING TITLE (IF ANY)				
Employmen	t Secur	ity Field Office Superv	/isor 13600-44-55-108-60-31					
		ROPRIATE BOX IF THI						
	RVISOR	OR 🗆 LEAD V	VORKER					
			ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a				
		centage(s) allotted.	title position number and number of s	ubordinate incumbents or authorized funded				
headcou			and, position number, and number of s	abordinate incumbents of autronized funded				
	Positio	on 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.								
			evelopment equivalent to four years	s college with academic background in				
social/behaves staff member business; or	vioral so and a four ye	ciences or business; o i minimum of two year ears (6,000 work hour	r requires two years (3,000 work ho s college credits completed with pa s) as a department intermittent staf	ours) of experience as a department intermittent assing grades in social/behavioral sciences or f 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 effe	ectively	communicate with en	ployers and/or clients; determine a	an effective work search plan for clients and				
identification	of inap	opropriate work searc	h efforts; effectively organize and a	nalyze pertinent information for the determination				
processing a	and spr	eadsheets, database	management, electronic mail and in	th related software programs such as word nternet. Requires ability to travel. Requires				
				el in carrying out position duties in				
	conjunction with Spanish speaking clients.							

1. POSITION TITI	E	E WORKING TITLE (IF ANY) BILINGUAL CODE OPTION TITLE 2. POSITION NUMBER									
Existing Position	13650-44-56-220-41-31										
New/Revised Position Employment S Brogram Benr				29	s	s	13650	-44-56-′	101-1	0-31	
Program Repr 3. AGENCY	Cochidiive	l	4. BUREAU/ DIVISION	1			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position		<u></u> . • •									
New/Revised Position		<u></u>	Sancias Delivery/ Fig		tions		0	092	Y	R	
IL Department	of Employment Secur	ity	Service Delivery/ Fie				12. TRAN			B. EFFECTIV	E DATE
10. SECTION Existing Position							CODE				
Central Region Employment Services 07/1										07/16/	2018
New/Revised Position											
Northwestern Office	Region/ Champaign Lo	ocal				Rutan	П мсо	22 EXEMP	PT COD		
14. WORK LOCATION 15. BARGAINING/TERM CODE Rutan MC024 POSITION NUMBER CHAN 14. WORK LOCATION 15. BARGAINING/TERM CODE Exempt MC026 CLARIFY											
Existing Position											
New/Revised Position Group Control Con										ATION	
Danville, IL											
% OF TIME	16. COMPLETE CURR	ENT AND	ACCURATE STATEME	ENT OF PO	OSITIO	N ESS	ENTIAL	FUNCTI	ONS		
25%	 Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, 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. 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%	programs ad	ministere	all types of routine, co d by IDES; process c loads and extracts da	lient vouc	chers o	or eligit	oility for	n benefit ms for t	entitl arget	ement funded	or tax
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 SAMERYISOR SIGNATURE AGENCY HEAD SIGNATURE DATE							DATE				
L'Il JE Maye a							07/3	31/2018			
CM9-104 (Rev. 10	/94) IL 401-0794		5. 	<u> </u> 			¥	- 1			
ini 110	ife 101110										

% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)											
10%	4.	continued claims; i	nvestigates, researches, and expla	pility determinations for routine, initial or ins case disposition; provides written and accepts appeal when appropriate.							
10%	relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.										
05%	6.	Establishes and ma	aintains activity reports to demonst	ate 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.										
1											
conducting	g and sigi	ND NUMBER OF IM ning performance eval f this position.)	AEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
				WORKING TITLE (IF ANY)							
PSA, Opt. 1 37015-44-56-101-00-01 Local Office Manager											
18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:								
	RVISOR	OR 🗌 LEAD V	VORKER								
		ry or lead worker res entage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
	as check		title, position number, and number of s	ubordinate incumbents or authorized funded							
		T :41 -	Position Number	No. of Incumbents or Funded Vacancies							
N/A	Position		Position Number	No. of incumbents of Funded Vacancies							
PERFORI ABILITIES	MANCE (5 AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							
social/behavi	ioral scie	ences or business; o	r requires two years (3,000 work ho	college with academic background in burs) of experience as a department intermittent							
				ssing grades in social/behavioral sciences or							
provisions of	the UI A	rs (o,000 work nours	as a department intermittent stan	member. Requires working knowledge of those of employers and their UI and employment							
service need	s. Requ	ires the ability to eff	ectively communicate with employe	rs and/or clients; determine an effective work							
				; effectively organize and analyze pertinent							
				nd to use a personal computer with related anagement, electronic mail and internet.							
Requires abi	lity to tra	vel. Requires abilit	y to speak and write the Spanish	language at a colloquial skill level in							
carrying out	positio	n duties in conjun	ction with Spanish speaking clie	nts.							
				······································							

1. POSITION TIT	ΓLE	WOR	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION TIT OPTION COD	E 2. POS	ITION NU	MBER		
Existing Position										
New/Revised Position Employment : Program Rep	Security			29	SS	13650)-44-56-	101-3	1-31	
3. AGENCY			4. BUREAU/ DIVISION		•	5, EXMT CODE			8.AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position		4	Service Delivery/ Fi	ield Oner	ations	0	010	Y	R	
IL Departmen	t of Employment Secur	ity	11. UNIT			-	ISACTION	· ·	3. EFFECTIV	/E DATE
Existing Position						CODE				
0									02/16	/2019
New/Revised Position Northwest Re	gion/ Champaign Local	Office	Service Unit I	🔄 🗖 мсо	MA021 ESTABLISH					
14. WORK LOCA			15. BARGAINING/TERM		Rutan Exem		024 POSIT 026 CLARI		MBER CH	ANGE
Existing Position						П 🗖 мс	027 ADDIT	IONAL		
New Park in the second	·		· ·		021 ABOLI	SH				
New/Revised Position Champaign, II			RC062		149 DOWN	AL REA	ALLOCATIO	N		
% OF TIME			L ACCURATE STATEME				FUNCTI		ALLOCATIO	N
	Under general superv								ent Insu	rance
25%	services related to the processing of claims for unemployment insurance benefits, including but not								ograms; ervice ms ffice. etive ovides ot	
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.								nd on the s in plan ea		
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.							g but			
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					thom		nn			ATE 22/2019
1			MAY 0 1 2019		thom	asch	nn	: 		

 9% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) 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 interview; 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. Utilizes Spanish language to assist clients who request or need interpretive services. 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. 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. C
 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. 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 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 workshops to enhance client employability. Assists clients with negis
 these duties for assigned worksites within the service delivery area other than the primary assigned office. 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. Establishes and maintains activity reports to demonstrate work activity and detail time charging. Performs other duties as required or assigned which are reasonably within the scope of the duties
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05% 7. Performs other duties as required or assigned which are reasonably within the scope of the duties
enumerated above.
 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 13600-44-56-101-30-01
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.
Requires knowledge, skills and mental development equivalent to four years college with academic background in
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent
staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the
employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading
to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act
impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the
ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination
of payment or non-payment of claimants and to use a personal computer with related software programs such as word
processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires
ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

POSITION DESCRIPTION

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Builty Puttion 29 SS 13650-44-56-103-21-31 Transport Security Program Representative 3. AGENCY 4. BUREAU/DIVISION 5000 1000 1000 SACENCY 4. BUREAU/DIVISION 5000 1000 1000 1000 SACENCY 4. BUREAU/DIVISION 5000 1000 1000 1000 1000 SACENCY 4. BUREAU/DIVISION 5000 1000	1. POSITION TIT	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL	POSITI	ION TITLE	2. POS	TION NU	MBER		
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IL Department of Employment Security Service Uelivery/ Field Operations 0.04 I I ID SECTION 11. UNIT 0.02 I I I Environment 0.02/16/2019 Non-Region/ Springfield Local Office Service Unit I 0.02 Estratus 0.02/16/2019 Non-Region/ Springfield Local Office Service Unit I 0.02 Estratus 0.02 II. Estratus 14. WORK LOCATION 15. BARGAINING/TERM CODE Examp Fealino 0.0022 Examp Fealino 0.0022 Examp Fealino Springfield, IL 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTION Examp Fealino 0.0022 Formation Number Country Change Examp Fealino % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance banefits, including but not Imited to Interstate, military and other federal or trade readjustment, conducts benefit rights interviews, provides services related to the processing of claims for unemployment head and avaita 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 workslies within the service delivery area other than the primary assigned office. Travels to fairs and workslies. Utilizes Spanish language to assist clients					<u> </u>							
IL Department of Employment Security Outlob Status 11. UNIT 11. Ended on the security 11. UNIT ID SECTION 11. UNIT Code 2016/2019 2016/2019 NewNext Device 11. UNIT Code 2016/2019 2016/2019 NewNext Device 12. BARGAINING/TERM CODE Extract Security Code Counce 20216/2019 NewNext Device 13. BARGAINING/TERM CODE Extract Security Code Counce 20216/2019 NewNext Device 13. BARGAINING/TERM CODE Extract Security Code Counce 20216/2019 NewNext Device 14. WORK LOCATION 15. BARGAINING/TERM CODE Extract Scalars Counce 20216/2019 NewNext Device 16. COMPLETE CURRENT AND ACCURATE STATEMENT OP POSITION ESSENTIAL FUNCTIONS 2016/2019 2016/2019 Norther 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 applicants, provides referrals, placement and follow-up services on available job orders or training programs these dutes for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services	New/Revised Position			Service Delivery/ 5		otion		0	094			1
10. SECTION 11. UNIT CODE 02/16/2019 Earling Pession 02/16/2019 02/16/2019 02/16/2019 Southern Region/ Springfield Local Office Service Unit I 00021 00022 ESTABLEN 4 MORX LOCATION 15. BARGAINING/TERM CODE Event 00022 00021 00021 000104. UpENTCAL CHARC Earling Pession 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONAL DEPARCAL CHARC 00021 000104. UpENTCAL CHARC Winderward Relation RC062 N 0001104. UPENTCAL CHARC Winderward Relation RC062 N 0001104. UPENTCAL CHARC Winderward Relation RC062 N 0001104. UPENTCAL CHARC Windeline Under general supervision, for an assi	IL Departmen	t of Employment Secur	ity		eia Oper	auons	`					E DATE
Interferende Pointon Continent Contin <tcntent< th=""> Continent Continen</tcntent<>				11. UNII								
Southern Region/ Springfield Local Office Service Unit I Image: Establishing the service of the	Existing Position										02/16/2019	
14. WORK LOCATION 15. BARGAINING/TERM CODE Event Mode Country CHANGE Mode Country CHANGE		jion/ Springfield Local C	Office	Service Unit I				🗖 мсо	22 EXEM	рт сор		
Edulary Review Mod27 ADDITIONAL IDENTICAL CHANC MerkReviewEred Position RC062 N Mod21 ABOLISH Springfield, IL RC062 N Mod21 ABOLISH % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % of TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % of TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % of TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % of TIME 116. COMPLETE CURRENT AND ACCURATE STATEMENT oF POSITION ESSENTIAL FUNCTIONS % of TIME 116. COMPLETE CURRENT AND ACCURATE STATEMENT oF POSITION ESSENTIAL FUNCTIONS % of TIME 116. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS % of TIME 116. COMPLETE CURRENT AND ACCURATE STATEMENT of POSITION ESSENTIAL FUNCTIONS % of the clevant office or parter staff, estabilishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service folisers or envice needs. Provides information on availa	14. WORK LOCA			15. BARGAINING/TERM	I CODE			🖾 мсо	26 CLARI	FY		
Newtweeter Pedition Image: a Bouldshift Springfield, IL RC062 N Image: a Bouldshift % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 96 OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 97 OTME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 98 OP TIME 19. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 98 OP TIME 19. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 99 OP TIME 19. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL. FUNCTIONS 90 OP TIME 10. Accurate state and wagner-Peyser service readiustment, conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Utilizes Spanish language to assist clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duites for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefit rights interviews with inthe service services related to the processing of clai			····					🗖 мсо	27 ADDIT	IONAL		
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DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE MAR 28 27 MAR 28 21 Mark 03/22/2015	 applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and 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 											
And meli MAR 28 20. J Thomas Chan 03/22/2019	complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the								ent of g but			
MAR 28 2. J Promas Chan 03/22/2015	DIRECTOR OF			TE SUPERVISOR SIGNA								DATE
	Y	smel forcle		MAR 2 8 2001	`	th	ino	sch	an	ننټ	03/	22/2019
MS-10# (Rev 19/94) IL 401-0794	MS 104/Par	() 27					- <	0		:	.1	

16. (CONTINUE	D)									
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
20%	Security (IDES) and pa Exchange system. As employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employ performs these duties t assigned office. Travel need interpretive service	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitat applicants requiring services availab ts to use and interpret self-assessm n regarding training programs or sele as or job orders for employers reque additional referrals; verifies and reco with the planning, recruitment, and e ers in the use of self-service of the l for assigned worksites within the se is to fairs and worksites. Utilizes Spa ces.	by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or ole job openings as listed in the IL Labor le through computer programs and contacts nent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, prvice delivery area other than the primary anish language to assist clients who request or							
10%	routine, initial or contin written determinations; these duties for assign	ued claims; investigates, researche ; conducts reconsidered determinati ied worksites within the service deliv	es, providing eligibility determinations for is, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.							
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	blex or specialized issues and/or set workshops to enhance client emplo a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service							
05%	05% 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.									
05%	enumerated above.		easonably within the scope of the duties							
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
Employment	Security Field Office Superv	visor 13600-44-56-103-20-01								
and the second sec	HE APPROPRIATE BOX IF TH		· · · · · · · · · · · · · · · · · · ·							
	upervisory or lead worker res	sponsibilities must be described in a	detailed duty statement(s) with a							
	me percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a							
If a box w headcour		title, position number, and number of su	ubordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A			CATION NECESSARY FOR THE SUCCESSFUL							
			ARE NOW SEVERAL OPTIONS OF SKILLS AND							
ABILITIE CAN NO	S AND LICENSURE OR CERT LONGER BE USED.	IFICATION IDENTIFIED ON STANDAR	RDS, THE PHRASE "SAME AS SPECIFICATION"							
			college with academic background in purs) of experience as a department intermittent							
			ssing grades in social/behavioral sciences or							
business; or	four years (6,000 work hours	s) as a department intermittent staff	member; or qualifying state employees, in the							
			proficiency tests and training programs leading							
			ns of the Unemployment Insurance (UI) Act II and employment service needs. Requires the							
			n effective work search plan for clients and							
identification	of inappropriate work search	h efforts; effectively organize and ar	nalyze pertinent information for the determination							
			th related software programs such as word							
			nternet. Requires ability to travel. Requires I in carrying out position duties in							
	with Spanish speaking cli									

Existing Position	TLE	WOR	KING TITLE (IF ANY)	BIUNGUAL	POSITIO		2. POS	ITION NU	MBER		
New/Revised Position					 						
Employment Program Rej	Security			29	s	s	13650-44-57-102-31-31				
3. AGENCY			4. BUREAU/ DIVISION	- 4	_		5 EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. O
Existing Position											
New/Revised Position			Service Delivery/ Field Operations				0	041	2	R	
10. SECTION	nt of Employment Secu		11. UNIT			SACTION		3. EFFECTI	· ·		
Existing Position					CODE			05/01/	/202		
New/Revised Position			Service Unit II				57 MAAO	24 ESTA			
Southern Re	gion/Mount Vernon Lo	cal Office		· · ·		Rutan	MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE				
14. WORK LOC. Existing Position	ATION		15. BARGAINING/TER	Exempt		26 CLAR	IFY	IDENTICA			
Ū							< COUM	ITY CHANC			
New/Revised Position			RC062	N		49 DOW	WARD	REALLOC			
	•						D MC1	58 UPW/	ARDRE		
% OF TIME	16. COMPLETE CURR									ont loci	
25%	 insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides 										
	services related limited to intersta with clients to de discern employm provides informa use of the IL Lab the registration p and reviews for o programs. As dir	to the proc te, military termine ur ient history tion on av or Exchan rocess to ompliance ected, per mary assi	cessing of claims for y and other federal on nemployment insural y and work status; pi ailable job training a age system, determin facilitate reemploym a; explains client righ forms these duties for gned office. Utilizes	unemploy or trade rea noe claims rovides or nd/or educ nes releva ent; assis ots and res or assigne	yment adjust s mon rientati cation ant ser its in th sponsi ed wor	insura ment. (etary a ion and al prog vices for he form ibilities ksites	Ince be Conduct and nor d clarific grams; (or the a mation of a as the within t	nefits, ir cts bene imoneta es eligib provides applican of work s y pertain he servi	fit rig fit rig ility fa infor t and earch t to b ice de	ng but n hts inter gibility a actors; mation o coaches n action enefits livery ar	iot viev nd on ti s in plar rea
25%	Employment Sec	cial claim: urity (IDE	s on benefit entitlem S). Loads and extra enefit Information Sys	ent progra icts claims stem (IBIS	ams ao s data S), Illin	dminist using a ois Jot	tered b automa b Link (y the Illin Ited syst IJL) and	nois E tems i I Gen	epartm including Tax. As	ent o g bu
	directed, perform primary assigned	l office.	The second second								the
		l office.	-				SIGNAT 2CM	URE			the ATE

16. (CONTINUE									
% OF TIME	16		DACCURATE STATEMENT OF POSITION						
20%	3.	Assists clients with va Security (IDES) and p Exchange system. As employers and hiring f Exchange system for employers; trains clien clients with information up on training program referrals and need for opportunities; assists applicants and employ performs these duties assigned office. Trave need interpretive servity Adjudicates monetary	rious programs and services offere artner agencies. Assists or register assesses, researches and selects cli fairs for job interviews; selects suita applicants requiring services availants to use and interpret self-assess in regarding training programs or se ins or job orders for employers requi additional referrals; verifies and recovirts with the planning, recruitment, and yers in the use of self-service of the for assigned worksites within the sel is to fairs and worksites. Utilizes Spi ices.	by the Illin s job seeked ent skills; re ble job oper ble through nent vocation lected jobs a esting service ords placer execution of IL Labor Exervice delive anish langu	nois Department of Employment rs and employers using the IL Labor offers clients to training programs or nings as listed in the IL Labor computer programs and contacts onal exploration tools; provides and job interview procedures; follows ce from IDES to determine status of ments; as directed, solicits job f hiring fairs. Coaches both exchange System. As directed, ery area other than the primary uage to assist clients who request or				
		written determinations		ions and ac	lains case disposition; provides coepts appeals. As directed, performs ther than the primary assigned office.				
10%	10% 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.								
05%	6.	Establishes and maint	ains activity reports to demonstrate	work activit	ty and detail time charging.				
05%		enumerated above.	as required or assigned which are I	·					
conductin	g an		MEDIATE SUPERVISOR (Responsible luations; effectively recommending and		g and reviewing work, preparing, sciplinary action and adjusting grievances				
				WORKING	TITLE (IF ANY)				
Employment	Sec	curity Field Office Superv	visor 13600-44-57-102-30-01						
18. CHECK TH	IE A	PPROPRIATE BOX IF TH	IS POSITION IS A:						
	RVIS		VORKER						
NOTE: S	uper	visory or lead worker res	ponsibilities <u>must</u> be described in a	detailed du	ty statement(s) with a				
ti	me p	ercentage(s) allotted.	·						
lf a box w headcour		necked above, list position	title, position number, and number of s	ibord in ate in	cumbents or authorized funded				
	Pos	sition Title	Position Number	N	o. of Incumbents or Funded Vacancies				
PERFORM ABILITIES	ANC	CE OF THE WORK OF TH	ABILITIES, LICENSURE OR CERTIFIC IIS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAF	ARE NOW S	EVERAL OPTIONS OF SKILLS AND				
Requires know	wle	dge, skills and mental d	evelopment equivalent to four years						
social/behav	ioral	sciences or business; c	or requires two years (3,000 work ho	ours) of exp	erience as a department intermittent				
			rs college credits completed with pa		es in social/benavioral sciences or r qualifying state employees, in the				
					tests and training programs leading				
to a certificat	e of	proficiency. Requires w	vorking knowledge of those provisio	ns of the Úi	nemployment Insurance (UI) Act				
					oyment service needs. Requires the				
			nployers and/or clients; determine a h efforts; effectively organize and a		nent information for the determination				
of payment of	or no	n-payment of claimants	and to use a personal computer wi	h related so	oftware programs such as word				
			management, electronic mail and in						
		h Spanish speaking cli	language at a colloquial skill leve ients.		ig out position duties in				

1. POSITION TIT	TITLE WORKING TITLE (IF ANY) BILINGUAL CODE 0PTION CODE 2. POSITION NUMBER												
Existing Position													
New/Revised Position Employment S Program Repl				29	SS	5	13650	-44-60-	101-1	1-31			
3. AGENCY		L	4. BUREAU/ DIVISION	<u> </u>	J		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position													
New/Revised Position			Denties Delivers / 5		otiona		0	022	Y	R			
IL Departmen	t of Employment Secur	ity	Service Delivery/ F		auons		U 12. TRAN			A EFFECTIV	E DATE		
10. SECTION			11. UNIT				CODE						
Existing Position							02/16/2019						
New/Revised Position	I Center - Section A		Service Unit A-1				П МС0	21 ESTAE 22 EXEMI	PT COD				
14. WORK LOCA	TION		15. BARGAINING/TER			utan xempt	🖾 мсо	24 POSIT 26 CLARI	FY				
Existing Position							П мсо	27 ADDIT 28 WORK 21 ABOLI	COUN				
New/Revised Position			RC062	2		N		49 DOWN 50 LATER	IWARD RAL RE/	ALLOCATIO	N		
Lombard, IL % OF TIME			L ACCURATE STATEME			I ESSI		58 UPWA FUNCTI		ALLOCATIO	<u></u>		
25%	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.												
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.													
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CMS-104 (Rev. 40/	27		MAR 2 8 2019			- 4	0						
Topis Maya	, 4-25-19	[[] ВҮ:_											

16. (CONTINUE	D)								
% OF TIME	16. COMPLETE CURRENT AND	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)						
20%	 Security (IDES) and para Exchange system. Assemployers and hiring fara Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employ performs these duties assigned office. Travel need interpretive service Adjudicates monetary routine, initial or contin written determinations; 	artner agencies. Assists or registers sesses, researches and selects clie fairs for job interviews; selects suital applicants requiring services availability to use and interpret self-assessment regarding training programs or selens or job orders for employers reque additional referrals; verifies and recover in the use of self-service of the for assigned worksites within the selent is to fairs and worksites. Utilizes Spices. and nonmonetary benefit claim issues ; conducts reconsidered determinat	d by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ble through computer programs and contacts nent vocational exploration tools; provides lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary banish language to assist clients who request or ues, providing eligibility determinations for es, and explains case disposition; provides tions and accepts appeals. As directed, performs ivery area other than the primary assigned office.						
10%	 these duties for assigned worksites within the service delivery area other than the primary assigned office. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. 								
05%	6. Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.						
05%	enumerated above.		reasonably within the scope of the duties						
conductin	N TITLE AND NUMBER OF IM		e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances						
		· · · · · · · · · · · · · · · · ·	WORKING TITLE (IF ANY)						
	÷	visor 13600-44-60-101-10-01							
18. CHECK T	HE APPROPRIATE BOX IF TH	IS POSITION IS A:							
		NORKER							
		sponsibilities <u>must</u> be described in a	ı detailed duty statement(s) with a						
ti	ime percentage(s) allotted.	·							
If a box w headcour	nt:		subordinate incumbents or authorized funded						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A			ICATION NECESSARY FOR THE SUCCESSFUL						
			E ARE NOW SEVERAL OPTIONS OF SKILLS AND						
ABILITIE			RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires kno	owledge, skills and mental de		s college with academic background in						
			ours) of experience as a department intermittent						
			assing grades in social/behavioral sciences or f member; or qualifying state employees, in the						
employee Up	pward Mobility Program may	complete combinations of specific	proficiency tests and training programs leading						
to a certificat	te of proficiency. Requires w	vorking knowledge of those provisio	ons of the Unemployment Insurance (UI) Act						
			JI and employment service needs. Requires the an effective work search plan for clients and						
identification	of inappropriate work searcl	h efforts; effectively organize and a	nalyze pertinent information for the determination						
			ith related software programs such as word						
			nternet. Requires ability to travel. Requires el in carrying out position duties in						
	with Spanish speaking cli								

1. POSITION TIT	TLE	WOR	(ING TITLE (IF ANY)	BILINGUAL	POSITIO		2. POS	TION NU	MBER		
Existing Position											
New/Revised Position											
Employment				22	P(o	13650	-44-60-	101-1	1-41	
Program Rep 3. AGENCY	resentative	l	4. BUREAU/ DIVISION	1	L		5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
Existing Position					Onoro	tions	CODE	COUNTY	AUTH		USE
New/Revised Position			Service Delivery/ Ca		•	uons				-	
	t of Employment Secur	ity	Service Delivery/ F	ield Oper	ations		0	022	Y	R	
10. SECTION			11. UNIT				12. TRANSACTION 13. EFFECTIVE				E DATE
Existing Position	O anti-									02/16/	2019
Lombard Call New/Revised Position	Center - Section A									02/10/	
	erations/Lombard Call Ctr.	- Section A						21 ESTAB 22 EXEM	эт сор		
14. WORK LOCA	ATION		15. BARGAINING/TER			Rutan Exempt	🖾 мсо	24 POSIT 26 CLARI	FY		
Existing Position								27 ADDIT 28 WORK			
NeudDarden d. D W								21 ABOLI 49 DOWN	SH		
New/Revised Position			RC062	2		N		50 LATER	AL RE	ALLOCATIO)N
Lombard, IL % OF TIME	16. COMPLETE CURR		CCURATE STATEME	NT OF PC		N ESS		58 UPWA FUNCTI		ALLOCATIC	JN
	Under general superv	vision for	an assigned area, as	sesses a	nd add	dresse	s client	Unemp	loyme	ent Insu	rance
25%	 conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 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 factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area 										
25%	 Performs function complex and spe Employment Sec not limited to the 	ces. Ins related icial claim curity (IDE Illinois Be is these di l office.	gned office. Utilizes to receipt, review, er s on benefit entitleme S). Loads and extra nefit Information Sys uties for assigned wo	ntry, analy ent progra cts claims stem (IBIS orksites w	ysis an ams ad s data (S), Illing ithin th	nd reso Iminist using a ois Jol ne serv	blution of tered by automa b Link (vice del	of all typ y the Illir ited syst IJL) and ivery are	es of nois E cems i l Gen	routine, Departm including Tax. As ner than	ent of g but
	nel prode		1 - <u>1</u> - <u>1</u> - <u>1</u>	\ \	the	ma	sch	an		02/	22/2019
	0 27					10-13	- Je	em	· · · ·		
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16. (CONTINUE	D)		· · · · · · · · · · · · · · · · · · ·
	16. COMPLETE CURRENT ANI	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
16. (CONTINUE % OF TIME 20% 10%	 COMPLETE CURRENT AND Assists clients with var Security (IDES) and participation Exchange system. As employers and hiring f Exchange system for a employers; trains client clients with information up on training program referrals and need for opportunities; assists variable applicants and employ performs these duties assigned office. Trave need interpretive servition Adjudicates monetary routine, initial or contin 	artner agencies. Assists or registers sesses, researches and selects clie fairs for job interviews; selects suital applicants requiring services availability to use and interpret self-assessmin regarding training programs or sel ns or job orders for employers reque- additional referrals; verifies and rec- with the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the se- ils to fairs and worksites. Utilizes Po- ices. and nonmonetary benefit claim issu- nued claims; investigates, researche	by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts ment vocational exploration tools; provides ected jobs and job interview procedures; follows esting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary lish language to assist clients who request or use, providing eligibility determinations for es, and explains case disposition; provides
			ions and accepts appeals. As directed, performs
	these duties for assign	ned worksites within the service deli	very area other than the primary assigned office.
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se t workshops to enhance client empl a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and ance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6. Establishes and maint	ains activity reports to demonstrate	work activity and detail time charging.
05%	7. Performs other duties enumerated above.	as required or assigned which are r	reasonably within the scope of the duties
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Super-	visor 13600-44-60-101-10-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IIS POSITION IS A:	
		WORKER	
	· · · · ·		
	upervisory or lead worker read worker read worker readers and the second age (s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
		title, position number, and number of s	ubordinate incumbents or authorized funded
headcour			
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
			CATION NECESSARY FOR THE SUCCESSFUL
ABILITIE CAN NO	S AND LICENSURE OR CERT LONGER BE USED.	TFICATION IDENTIFIED ON STANDA	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
			s college with academic background in
			burs) of experience as a department intermittent ssing grades in social/behavioral sciences or
			f member; or qualifying state employees, in the
employee Up	oward Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
			ns of the Unemployment Insurance (UI) Act
			Il and employment service needs. Requires the
			IN effective work search plan for clients and nalyze pertinent information for the determination
			th related software programs such as word
			nternet. Requires ability to travel. Requires
			in carrying out position duties in conjunction
with Polish	speaking clients.		· ·

1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSIT	NON TITLE	2. POS	TION NU	MBER				
Existing Position													
New/Revised Position Employment S				29		SS	13650	-44-60-	101-2	1-31			
Program Repr 3. AGENCY	esentative		4. BUREAU/ DIVISION	<u> </u>			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position			· · · · · · · · · · · · · · · · · · ·				0002	000111					
New/Revised Position	<u></u>	· · · ·					-						
	t of Employment Secur	ity	Service Delivery/ F	ield Oper	ation	S	0	022	Y	R			
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1.	B. EFFECTIV			
Existing Position										02/16/	/2019		
New/Revised Position	Center - Section A	Section A Service Unit A-2						MA021 ESTABLISH MC022 EXEMPT CODE CHANGE					
14. WORK LOCA			15. BARGAINING/TER			Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE		
Existing Position								27 ADDIT 28 WORK			. CHANGE SE		
		,						21 ABOLI 49 DOWN		REALLOC	ATION		
New/Revised Position			RC062	2		Ν		50 LATEF	AL REA	LLOCATIO	NC		
% OF TIME	16. COMPLETE CURR		L ACCURATE STATEME		OSITI	ON ESS		58 UPWA FUNCTI		LLOCATIC			
	Under general superv	vision. for	an assigned area, as	sesses a	ind a	ddresse	s client	Unemp	loyme	ent Insu	rance		
25%	services related to limited to intersta with clients to de discern employm provides informa use of the IL Lab the registration p and reviews for o programs. As dire other than the pr interpretive servi	Including but to interview to claim iss referrals, p aims data ce or parting ned works vorksites. Idresses of to the produce the military termine un nent history tion on av or Exchar rocess to compliance ected, per imary assises.	ut not limited to inters ws; provides orientat ues. Using the IL La placement and follow using automated sys ner staff; establishes sites within the servic Utilizes Spanish lang client Unemployment cessing of claims for y and other federal o nemployment insurar y and work status; pr ailable job training ar nge system, determin facilitate reemployme e; explains client righ forms these duties for igned office. Utilizes	state, mili ion and c bor Exch -up servid stems; ref and main ce deliver uage to a Insuranc unemploy r trade re noce claim ovides or nd/or edu ues releva ent; assis ts and re or assigne Spanish	tary a larifie ange ces o fers c ntains y are assist e and y are assist e and y are adjus s mod ienta cation ant se spon ed wo langu	and other s eligib system n availa lients w s activity a other clients t Wagn t insura tion and metary a tion and rvices f the form sibilities orksites age to	er feder ility fact n, selec able job vith com y report than th who re er-Peys Conduc and non d clarifie grams; (for the a nation c s as the within t assist c	al or tra- tors; adj ts suitat orders o plex iss s. As din e prima quest or er servi nefits, in ts bene moneta es eligib provides applican of work s y pertain he servi lients w	de rea udica ble job or trai ues a recteo ry ass need ce ne cludir fit righ ry elig ility fa a infor t and ce de ho red	adjustme tes o openin ning pro nd/or se l, perfor igned o l interpro eds. Pro ng but n ts inter gibility at ctors; mation of coaches n action enefits livery at quest or	ent; logs for lograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea reed		
25%	complex and spe Employment Sec not limited to the directed, perform primary assigned	ecial claim curity (IDE Illinois Be ns these d d office.	to receipt, review, en s on benefit entitleme S). Loads and extra enefit Information Sys uties for assigned wo	ent progra cts claima stem (IBIS orksites w	ams a s data S), Illi ⁄ithin	adminis a using nois Jo the ser	tered by automa b Link (y the Illii ated syst IJL) and ivery are	nois E iems I Gen	Departm including Tax. As ier than	ent of g but		
	CM9 SIGNATURE							an	:				
	27	<u> </u>				10.2	-Je	em	' نــــ	03/	22/2019		
CMS-104 (Ref. 10/	94, 11, 401-0794 1/3 4-25-19	Ē	MAR 2 8 2019	U									

16. (CONTINUE	D)		· · · · · · · · · · · · · · · · · · ·	
% OF TIME		COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employ performs these duties fa assigned office. Travel need interpretive service Adjudicates monetary a routine, initial or contin	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availab ts to use and interpret self-assessm regarding training programs or sele s or job orders for employers reque additional referrals; verifies and reco with the planning, recruitment, and e ers in the use of self-service of the for assigned worksites within the se s to fairs and worksites. Utilizes Sp ces. and nonmonetary benefit claim issu- ued claims; investigates, researche	by the Illinois Department of Employment job seekers and employers using the IL Labor int skills; refers clients to training programs or oble job openings as listed in the IL Labor oble through computer programs and contacts ment vocational exploration tools; provides ected jobs and job interview procedures; follows asting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or thes, providing eligibility determinations for as, and explains case disposition; provides ions and accepts appeals. As directed, performs
	· .	these duties for assign	ed worksites within the service deliv	very area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	blex or specialized issues and/or se workshops to enhance client emplo a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	easonably within the scope of the duties
		LE AND NUMBER OF IMM		for assigning and reviewing work, preparing,
		d signing performance eval ent of this position.)	uations; effectively recommending and	imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Sec	curity Field Office Superv	risor 13600-44-60-101-20-01	
		PPROPRIATE BOX IF THI		
			VORKER	
NOTE: S	upe	rvisory or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me j	percentage(s) allotted.	· <u> </u>	
If a box w headcour		hecked above, list position	title, position number, and number of si	ubordinate incumbents or authorized funded
	Po	sition Title	Position Number	No. of Incumbents or Funded Vacancies
	17			
				CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND
ABILITIE: CAN NO	s an Lon	ID LICENSURE OR CERTI GER BE USED.	IFICATION IDENTIFIED ON STANDA	RDS, THE PHRASE "SAME AS SPECIFICATION"
				college with academic background in
				ours) of experience as a department intermittent sing grades in social/behavioral sciences or
				member; or qualifying state employees, in the
employee Up	owar	d Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
				ns of the Unemployment Insurance (UI) Act
				I and employment service needs. Requires the n effective work search plan for clients and
				nalyze pertinent information for the determination
of payment of	or no	n-payment of claimants	and to use a personal computer wit	h related software programs such as word
				ternet. Requires ability to travel. Requires
		h Spanish speaking cli		el in carrying out position duties in

1. POSITION TIT	ΊLĒ	WOR	KING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2. POS	TION NU	MBER			
Existing Position		·		1								
New/Revised Position Employment S Program Repl				13650	-44-60-1	101-3	1-31					
3. AGENCY		L	4. BUREAU/ DIVISION	N	1		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position												
New/Revised Position												
IL Departmen	t of Employment Secur	ity	Service Delivery/ I	Field Oper	ation	S	0	022	Y	R		
10. SECTION			11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE CODE					
Existing Position							02/16/2019					
New/Revised Position	Call Center - Section A Service Unit A-3							☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE				
14. WORK LOCA Existing Position	TION		15. BARGAINING/TEF	RM CODE		Rutan Exempt	🖾 мсо	24 POSIT 26 CLARI 27 ADDIT	FY			
Existing Fostion							🗆 мсо	28 WORK 21 ABOLI	COUN	TY CHANG	Ε	
New/Revised Position							1 🗖 мс1	49 DOWN	WARD			
Lombard, IL			RC06			N	🛛 🗖 MC1	50 LATER 58 UPWA	RD RE/			
% OF TIME	16. COMPLETE CURRI Under general superv	ENT AND /	ACCURATE STATEM	ENT OF P	DSITI	ON ESS	ENTIAL	FUNCTI	ONS			
25%	services related t limited to intersta with clients to det discern employm provides informat use of the IL Labo the registration pl and reviews for c programs. As dire other than the pri interpretive service	cluding but s interview t claim iss referrals, p aims data ce or parti- ned works vorksites. I dresses c o the pro- termine un ent history tor Exchan rocess to ompliance ected, per mary assi- ces.	ut not limited to inter ws; provides orienta- ues. Using the IL L blacement and follow using automated sy- ner staff; establishes sites within the serv Utilizes Spanish lan- dient Unemploymen essing of claims for y and other federal of memployment insura- y and work status; p ailable job training a loge system, determi facilitate reemploym e; explains client rig forms these duties f gned office. Utilizes	rstate, mili ation and c abor Exch w-up service rstems; ref s and main ice deliver guage to a t Insuranc r unemploy or trade re ance claim provides or and/or edu nes releva hent; assis hts and re for assigned s Spanish l	tary a larifie ces o fers o fers o tains y are assist y are assist e and y are assist s mo ienta catio int se spon adjus s mo ienta catio	and other es eligib e system n availa lients w s activity a other clients d Wagne t insura stment. netary a tion and prog rvices f the form sibilities prksites age to a	er feder ility fact n, selec able job vith com y report than th who re er-Peys ince ber Conduc and non d clarifie grams; p for the a nation co s as the within t assist c	al or tractors; adj tors; adj ts suitat orders of plex iss s. As dir e primal quest or er servio monetal es eligibi provides pplicant f work s y pertair he servi lients wl	de rea udication of trai ues a rected ry ass need cludir fit righ ry elig lity fa inform and of ce de ce de no rec	adjustme tes openin ning pro nd/or se l, perfor igned o l interpro eds. Pro eds. Pro but ne ts inter ibility an ctors; mation of coaches action enefits livery an quest or	ent; gs for ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea need	
25%	complex and spe Employment Sec not limited to the	cial claim urity (IDE Illinois Be s these di	to receipt, review, es s on benefit entitlem S). Loads and extra mefit Information Sy uties for assigned w	nent progra acts claims /stem (IBIS	ams a s data S), Illi	adminis a using nois Jol	tered by automa b Link (/ the Illir ited syst IJL) and	nois D ems i Gen	epartm ncluding Tax. As	ent of g but	
DIRECTOR OF		IMMEDIAT	E'SUPERVISOR SIGNA	ATURE			SIGNAT			C	DATE	
y a	nel hole	KAN NAN	R 2 8 2019		TI	wrna by	sch - sch	an		03/2	22/2019	
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	425-19		Ŭ									
ave rayes		BY:										

16. (CONTINUE	D)				AL ELINCTIONS (Continued)
% OF TIME		COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	Illinois Department of Employment
20%	3.	Assists clients with vari	lous programs and services onered	ioh soo	kers and employers using the IL Labor
		Security (IDES) and pa	inner agencies. Assists of registers	jub see	refere alignets to training programs or
		Exchange system. Ass	sesses, researches and selects clie		; refers clients to training programs or
		employers and hiring ta	airs for job interviews; selects suitat		penings as listed in the TL Labor
		Exchange system for a	pplicants requiring services availab	e throu	gh computer programs and contacts
		employers; trains client	ts to use and interpret self-assessm	ent voc	alional exploration tools, provides
		clients with information	regarding training programs or see	ected jo	bs and job interview procedures; follows rvice from IDES to determine status of
		up on training program	additional referrals; verifies and rec	ordo pla	comparts: as directed, solicits job
			vith the planning, recruitment, and e	vecutio	n of hiring fairs. Coaches both
		applicants and employed	ers in the use of self-service of the	II Lahoi	r Exchange System As directed
		nerforms these duties f	for assigned worksites within the se	rvice de	livery area other than the primary
		assigned office. Travels	s to fairs and worksites. Utilizes Spa	anish la	nguage to assist clients who request or
		need interpretive service			
		·····			
10%	4.	Adjudicates monetary a	and nonmonetary benefit claim issu	ies, prov	viding eligibility determinations for
		routine, initial or continu	ued claims; investigates, researche	s, and e	explains case disposition; provides
		written determinations;	conducts reconsidered determinati	ions and	I accepts appeals. As directed, performs
		these duties for assigned	ed worksites within the service delive	very are	a other than the primary assigned office.
10%	5.	Advises clients on work	k attitudes, habits, relationships and	d attire a	is related to a specific job referral; refers
		clients with more comp	lex or specialized issues and/or se	rvice ne	eds to relevant office or partner staff.
					. Assists clients with registration and
	1				all relevant IDES automated data files;
				les for a	ssigned worksites within the service
		delivery area other that	n the primary assigned office.		
05%	6	Establishes and maints	ains activity reports to demonstrate	work ac	tivity and detail time charging
05%	0.	Establishes and mainta	ans activity reports to demonstrate	work ac	and detail time charging.
05%	7	Performs other duties a	as required or assigned which are r	easonal	oly within the scope of the duties
0070		enumerated above.			- ,
			MEDIATE SUPERVISOR (Responsible		
			uations; effectively recommending and	imposing	g disciplinary action and adjusting grievances
for the inc	cump	ent of this position.)			
				WORK	ING TITLE (IF ANY)
			risor 13600-44-60-101-30-01		
18. CHECK T	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
	RVIE	SOR OR LEAD V	VORKER		
NOTE: S	Supe	rvisory or lead worker res	ponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a
ti	ime j	percentage(s) allotted.			•
1		hecked above, list position	title, position number, and number of si	ubordina	te incumbents or authorized funded
headcour			······································		
	Po	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	1755			CATION	
					NECESSARY FOR THE SUCCESSFUL
					E PHRASE "SAME AS SPECIFICATION"
		GER BE USED.			
Requires kn	owle	dge, skills and mental de	evelopment equivalent to four years		
					experience as a department intermittent
					rades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
					ive work search plan for clients and
					pertinent information for the determination
					d software programs such as word
			language at a colloquial skill leve		Requires ability to travel. Requires
		h Spanish speaking cli			The set position duties in

	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL	POSITION		2. POS	ITION NU	MBER					
Existing Position														
New/Revised Position Employment S Program Rep			29 SS						101-4	1-31				
3. AGENCY		I	4. BUREAU/ DIVISION	<u>l</u>			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position														
New/Revised Position			Service Delivery/ F		0	022	Y	R						
	t of Employment Secu	rity	11. UNIT		auons		12. TRAN		-	B. EFFECTIV	E DATE			
10. SECTION Existing Position							CODE							
Existing Position									02/16/2019					
New/Revised Position	I Center - Section A		Service Unit A-4					21 ESTAE 22 EXEM			E			
14. WORK LOCA		10 10 10 -	15. BARGAINING/TER			utan xempt		24 POSIT 26 CLARI		MBER CH	ANGE			
Existing Position	,						П мсо	27 ADDIT 28 WORK	IONAL					
								21 ABOLI	SH					
New/Revised Position			RC06	2		N	MC1	49 DOWN 50 LATER	RAL REA	LLOCATIO	NC			
Lombard, IL % OF TIME	16. COMPLETE CURF		LACCURATE STATEM					58 UPWA FUNCTI		ALLOCATIO	JN			
	Under general super	vision for	an assigned area. a	ssesses a	nd add	resse	s client	Unem	loyme	ent Insu	rance			
25%	 nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job opening applicants, provides referrals, placement and follow-up services on available job orders or training progloads and extracts claims data using automated systems; refers clients with complex issues and/or ser needs to relevant office or partner staff; establishes and maintains activity reports. As directed, perform these duties for assigned worksites within the service delivery area other than the primary assigned off Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpret services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Prov 							ervice ms ffice. etive ovides						
	services related limited to intersta with clients to de discern employn provides informa use of the IL Lat the registration p and reviews for programs. As dir	to the proc ate, military termine un nent history ation on availation on availation or Exchan process to compliance rected, per rimary assi	essing of claims for y and other federal of nemployment insura y and work status; p ailable job training a ige system, determi facilitate reemploym e; explains client righ forms these duties f gned office. Utilizes	r unemploy or trade rea nce claims rovides or ind/or educ nes releva nent; assist hts and res for assigne	vment in adjustn s mone ientatic cationa cationa int serv ts in the sponsit ad work	nsurai nent. (tary a on and l prog ices for pilities sites	nce bei Conduc ind non I clarifie rams; j or the a nation c as the within t	nefits, in tts bene moneta s eligib provides applican of work s y pertair he servi	icludir fit righ ry elig ility fa ility fa inform t and search n to be ce de	ng but n nts inter jibility a ctors; mation o coaches a action enefits livery a	ot views nd on the s in plan rea			
25%	complex and spe Employment See not limited to the	ecial claims curity (IDE e Illinois Be ns these du	to receipt, review, e s on benefit entitlem S). Loads and extra nefit Information Sy uties for assigned w	ent progra acts claims stem (IBIS	ams ad s data ι S), Illinc	minist Ising a Dis Job	ered by automa b Link (y the Illin ited syst IJL) and	nois D tems i I Gen	epartmend ncluding Tax. As	ent of g but			
DIRECTOR OF	MS SIGNATURE		E-SUPERVISOR SIGN		GENCY	HEAD	SIGNAT	URE an		ī	DATE			

16. (CONTINUE	D)				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI/	AL FUNCTIONS (Continued)
20%	3.	Assists clients with vari Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employed performs these duties f	ious programs and services offered artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitab applicants requiring services availab ts to use and interpret self-assessme regarding training programs or sele s or job orders for employers reque additional referrals; verifies and reco vith the planning, recruitment, and e ers in the use of self-service of the l for assigned worksites within the se s to fairs and worksites. Utilizes Spa	by the I job see nt skills; ole job o le throug ected job sting see ords plac execution IL Labor rvice de	Ilinois Department of Employment kers and employers using the IL Labor refers clients to training programs or penings as listed in the IL Labor gh computer programs and contacts ational exploration tools; provides os and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job n of hiring fairs. Coaches both Exchange System. As directed,
10%	4.	routine, initial or contin written determinations;		s, and e ons and	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or ser workshops to enhance client emplo a from file construction and mainten	rvice nee byability. ance for	s related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work act	tivity and detail time charging.
05%		enumerated above.	as required or assigned which are re		
conductin	g an		MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	Sec	curity Field Office Superv	risor 13600-44-60-101-40-31		· · · · · · · · · · · · · · · · · · ·
		PPROPRIATE BOX IF TH			· · · · · · · · · · · · · · · · · · ·
	RVIS	SOR OR LEAD V	VORKER		
			sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
		percentage(s) allotted.	the second second second second second second second second second second second second second second second s		
headcour		necked above, list position	title, position number, and number of su	Joordinat	e incumbents of authorized funded
	Po	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
19. SPECIAL					NECESSARY FOR THE SUCCESSFUL
					W SEVERAL OPTIONS OF SKILLS AND
CAN NO	LON	GER BE USED.			E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent
					ades in social/behavioral sciences or
					r; or qualifying state employees, in the cy tests and training programs leading
					Unemployment Insurance (UI) Act
impacting on	are	as of responsibility; job k	knowledge of employers and their U	I and en	nployment service needs. Requires the
					ve work search plan for clients and
					ertinent information for the determination
			and to use a personal computer wit management, electronic mail and in		
			language at a colloquial skill leve		
		h Spanish speaking cli			· · · · · · · · · · · · · · · · · · ·

10. SECTION Existing Position Lombard Call C 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL	sentative of Employment Securit Center - Section B	4. BUREAU/ DIVISION y Service Delivery/ F 11. UNIT Service Unit B-1 15. BARGAINING/TEF		SS	5. EXMT CODE	-44-60- 6. WORK COUNTY 022 SACTION	7. A/I AUTH	8.AUDIT	9. OFFICE USE					
Employment Se Program Represent 3. AGENCY Existing Position New/Revised Position L Department of 10. SECTION Existing Position Lombard Call Of 14. WORK LOCATI Existing Position New/Revised Position New/Revised Position	sentative of Employment Securit Center - Section B	y Service Delivery/ H 11. UNIT Service Unit B-1	1		5. EXMT CODE 0 12. TRAN	6. WORK COUNTY 022	7. A/I AUTH	8.AUDIT						
AGENCY Existing Position Vew/Revised Position L Department c 10. SECTION Existing Position Lombard Call C LA. WORK LOCATI Existing Position New/Revised Position New/Revised Position Lombard, IL OF TIME	of Employment Securit Center - Section B	y Service Delivery/ H 11. UNIT Service Unit B-1		ations	O 12. TRAN	022	AUTH	R						
New/Revised Position	Center - Section B	Service Unit B-1	Field Opera	ations	12. TRAN		-							
L Department of 10. SECTION Existing Position New/Revised Position Lombard Call O 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL % OF TIME	Center - Section B	11. UNIT	Field Opera	ations	12. TRAN		-							
10. SECTION Existing Position Lombard Call C 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL	Center - Section B	11. UNIT			12. TRAN		-							
Existing Position New/Revised Position Lombard Call C 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL % OF TIME		Service Unit B-1						3. EFFECTIV	L /E DATE					
New/Revised Position Lombard Call C 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL % OF TIME								02/16/						
Lombard Call C 14. WORK LOCATI Existing Position New/Revised Position Lombard, IL % OF TIME														
Existing Position New/Revised Position Lombard, IL % OF TIME	ION	15. BARGAINING/TEF	1011 D						MA021 ESTABLISH MC022 EXEMPT CODE CHANGE					
New/Revised Position				Rutan Exempt	🖾 мсо	26 CLARI	FY	MBER CHA						
Lombard, IL % OF TIME								DENTICAL						
Lombard, IL % OF TIME] 🗖 мро	21 ABOLI	SH	REALLOC						
% OF TIME		RC06	RC062 N						ON					
	16. COMPLETE CURRE	NT AND ACCURATE STATEM sion, for an assigned area, a	ENT OF PC	SITION ESS	ENTIAL	FUNCTI	ONS							
	 conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training program loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provide services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interview with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on 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 other than the primary assigned office. 							ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea						
	complex and spec Employment Secu not limited to the li directed, performs primary assigned		nent progra acts claims vstem (IBIS vorksites w	ams adminis data using 3), Illinois Jo ithin the ser	tered by automa b Link (vice del	y the Illin Ited syst IJL) and ivery are	nois D ems I Gen	Departmo including Tax. As per than	ent of g but					
DIRECTOR OF CN		IMMEDIATE SUPERVISOR SIGN		GENCY HEAD			-							
9440 15-104 (Rev. 10/94 17Wis Mayes	forde:	MAD 2 0 2010		thoma	-Je	em	، م تر 	03/2	22/2019					

16. (CONTINUE	D)				· · · · · · · · · · · · · · · · · · ·
% OF TIME	16. COMP	LETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
20%	Seci Excl emp Excl emp clien up o refei oppo appl perfe assi need	urity (IDES) and pa hange system. Ass loyers and hiring fa hange system for a loyers; trains client its with information in training programs rrals and need for a portunities; assists w licants and employe orms these duties f gned office. Travels d interpretive service	rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitat pplicants requiring services availab is to use and interpret self-assessm regarding training programs or sele s or job orders for employers reque additional referrals; verifies and reco with the planning, recruitment, and e ers in the use of self-service of the l for assigned worksites within the se is to fairs and worksites. Utilizes Spa- ces.	job see nt skills; ole job o le throu ected jol sting se ords plac execution IL Labor rvice de anish lan	gh computer programs and contacts ational exploration tools; provides bs and job interview procedures; follows rivice from IDES to determine status of cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed, slivery area other than the primary nguage to assist clients who request or
10%	routi writt	ine, initial or continuen determinations;	and nonmonetary benefit claim issu ued claims; investigates, researche conducts reconsidered determinati ed worksites within the service deliv	s, and e	viding eligibility determinations for explains case disposition; provides accepts appeals. As directed, performs a other than the primary assigned office.
10%	clier Con clair extra	nts with more comp ducts employment ns; processes data acts and utilizes da	lex or specialized issues and/or set workshops to enhance client emploi from file construction and mainten	rvice neo byability. ance for	as related to a specific job referral; refers eds to relevant office or partner staff. . Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
05%	6. Esta	ablishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
05%	enu	merated above.	as required or assigned which are r		· · · · · · · · · · · · · · · · · · ·
conductin	g and signi	ND NUMBER OF IMN ing performance evalution this position.)	IEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Security I	Field Office Superv	isor 13600-44-60-102-10-01		
18. CHECK T	HE APPRC	PRIATE BOX IF THI	S POSITION IS A:		
	RVISOR	OR 🗌 LEAD V	VORKER		
NOTE: S	upervisor	v or lead worker res	ponsibilities <u>must</u> be described in a	detailed	l duty statement(s) with a
ti	me percer	ntage(s) allotted.			
If a box w headcour		d above, list position t	title, position number, and number of si	ubordinat	te incumbents or authorized funded
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND
ABILITIE CAN NO	S AND LIC LONGER I	ENSURE OR CERTI BE USED.	FICATION IDENTIFIED ON STANDA	RDS, TH	E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent rades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
					ive work search plan for clients and pertinent information for the determination
					d software programs such as word
					Requires ability to travel. Requires
ability to sp	eak and v	write the Spanish	language at a colloquial skill leve		
conjunction	with Spa	nish speaking cli	ents.		

1. POSITION TIT	ſLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position											
New/Revised Position Employment Program Rep	Security			13650)-44-60-	121-1	1-31				
3. AGENCY	CSCHILLIVC		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position											
New/Revised Position			Service Delivery/ F	0	081	Y	R				
10. SECTION	nt of Employment Secur	ity	11. UNIT			12. TRAN	SACTION	1	3. EFFECTIV	L /E DATE	
Existing Position						CODE	CODE 02/16/2010				
							02/16/2019				
New/Revised Position Rock Island			Service Unit 1			_ 🗖 мсс	MA021 ESTABLISH				
14. WORK LOCA	ATION		15. BARGAINING/TERI		Rutan Exemp	🛛 🖾 мсс	24 POSIT	FY			
Existing Position							27 ADDIT	COUN			
New/Revised Position							21 ABOLI	WARD			
Rock Island, I			RC062	2	N		50 LATEF	RAL RE/	ALLOCATIO	NC	
% OF TIME	16. COMPLETE CURR Under general superv	ENT AND A	ACCURATE STATEME	NT OF PC	SITION ES	SENTIAL	FUNCT	IONS			
25%	 conducts benefit right nonseparation benefit applicants, provides r loads and extracts cla needs to relevant offit these duties for assig Travels to fairs and w services. 1. Assesses and ad services related t limited to intersta with clients to det discern employm provides informat use of the IL Lab the registration p and reviews for c programs. As dire other than the pri interpretive service 	ts interview t claim iss referrals, p aims data ce or partri ned works vorksites. I dresses c to the proc te, military termine un ent history termine un ent history toon on ava or Exchan rocess to compliance ected, per imary assi ces.	ce needs. Provides services related to the processing of claims for unemployming but not limited to interstate, military and other federal or trade readjustment; erviews; provides orientation and clarifies eligibility factors; adjudicates in issues. Using the IL Labor Exchange system, selects suitable job openings rals, placement and follow-up services on available job orders or training progradata using automated systems; refers clients with complex issues and/or service partner staff; establishes and maintains activity reports. As directed, performs worksites within the service delivery area other than the primary assigned office ites. Utilizes Spanish language to assist clients who request or need interpretive encessing of claims for unemployment insurance benefits, including but not hilitary and other federal or trade readjustment. Conducts benefit rights interview ine unemployment insurance claims monetary and nonmonetary eligibility and history and work status; provides orientation and clarifies eligibility factors; on available job training and/or educational programs; provides information on texchange system, determines relevant services for the applicant and coaches in ss to facilitate reemployment; assists in the formation of work search action platiance; explains client rights and responsibilities as they pertain to benefits d, performs these duties for assigned worksites within the service delivery area y assigned office. Utilizes Spanish language to assist clients who request or need interpretion of the service delivery area and history and work status is not esponsibilities as they pertain to benefits and responsibilities as they pertain to benefits and responsibilities as they pertain to benefits and y assigned office. Utilizes Spanish language to assist clients who request or need y assigned office.							ags for ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea need	
25%	complex and spe Employment Sec not limited to the directed, perform primary assigned	cial claims urity (IDE Illinois Be is these du I office.	to receipt, review, er s on benefit entitleme S). Loads and extract nefit Information Sys uties for assigned wo	ent progra cts claims tem (IBIS orksites wi	ms admin data usin), Illinois J	istered b g automa ob Link (prvice del	y the Illir ated syst IJL) and ivery are	nois D tems i I Gen	Departmo including Tax. As per than	ent of g but	
DIRECTOR OF	CMS SIGNATURE				thom	asch	an				
	() 2		MAR 2 8 2019		10	3-Je	em	: 	03/2	22/2019	
MS-104 (Rev. 18/	94) 11 401-0794 Yys 4951 9		20 20.0 2Y:	U —							

16. (CONTINUE	D)	· · · · · · · · · · · · · · · · · · ·	
% OF TIME		DACCURATE STATEMENT OF POSITION	
20%	Security (IDES) and pa Exchange system. As employers and hiring f Exchange system for a employers; trains client clients with information up on training program referrals and need for opportunities; assists of applicants and employ performs these duties	artner agencies. Assists or registers sesses, researches and selects clie fairs for job interviews; selects suita applicants requiring services availabilits to use and interpret self-assession regarding training programs or sel- ns or job orders for employers reque- additional referrals; verifies and rec- with the planning, recruitment, and evers for assigned worksites within the se- ls to fairs and worksites. Utilizes Sp	d by the Illinois Department of Employment s job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts nent vocational exploration tools; provides lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary panish language to assist clients who request or
10%	routine, initial or contin written determinations	nued claims; investigates, researche ; conducts reconsidered determinat	ues, providing eligibility determinations for es, and explains case disposition; provides tions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se t workshops to enhance client empl a from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. oyability. Assists clients with registration and nance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6. Establishes and maint	ains activity reports to demonstrate	work activity and detail time charging.
05%	7. Performs other duties enumerated above.	as required or assigned which are r	reasonably within the scope of the duties
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Superv	visor 13600-44-60-121-10-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
		WORKER	
NOTE: S	upervisory or lead worker rea	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me percentage(s) allotted.		
headcour	it:	· •	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A 19. SPECIAL	IZED KNOWLEDGES, SKILLS	ABILITIES, LICENSURF OR CERTIFI	ICATION NECESSARY FOR THE SUCCESSFUL
PERFOR	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND
CAN NO	LONGER BE USED.		RDS, THE PHRASE "SAME AS SPECIFICATION"
			s college with academic background in
			ours) of experience as a department intermittent assing grades in social/behavioral sciences or
business; or	four years (6,000 work hours	s) as a department intermittent staff	f member; or qualifying state employees, in the
employee Up	oward Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
to a certificat	e of proficiency. Requires w areas of responsibility: job l	vorking knowledge of those provisio knowledge of employers and their l	ons of the Unemployment Insurance (UI) Act II and employment service needs. Requires the
ability to effe	ctively communicate with en	nployers and/or clients; determine a	an effective work search plan for clients and
identification	of inappropriate work search	h efforts; effectively organize and a	nalyze pertinent information for the determination
			th related software programs such as word nternet. Requires ability to travel. Requires
ability to sp	eak and write the Spanish	language at a colloquial skill leve	el in carrying out position duties in
conjunction	with Spanish speaking cli	ients.	



1. POSITION TITL	E.	Ŵ	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSIT OPTI	TION TITLE	2. POSI	TION NU	MBER		
Existing Position											
New/Revised Position		<u>.</u>		29		SS	10007	13667	-44-0	<u>3-100-0</u>	0-32
	ecurity Service Rep			29					7. 4/1		9. OFFICE
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	COUNTY	AUTH	8.AUDIT	USE 11/16/22 - PNC
Existing Position											
New/Revised Position			Legal Services/ Board	of Review	N		0	016	Y	R	;
	of Employment Securi	ity	11. UNIT				12. TRAN	SACTION	l 1:	EFFECTIV	E DATE
10. SECTION							CODE				
Existing Position										10/16	/2013
New/Revised Position											
Case Manager	ment						🗖 мсо	21 ESTAB 22 EXEM	PT COD		
			15. BARGAINING/TERM CO			Autan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE
14. WORK LOCA Existing Position	110N		15. BANGAINING/TERMIC				П мсо	27 ADDIT	IONAL I		CHANGE
					j			28 WORK 21 ABOLI		TY CHANG	it i
New/Revised Position					-			49 DOWN 50 LATEP	WARD		
33 S. State St			RC062			N		58 UPWA			
Chicago, IL 60	603		D LOOUDATE OTATEL			ON ESS		FUNCT			
% OF TIME	16. COMPLETE CURR	ENT AN	ID ACCURATE STATEME	NIOFPO	1911	UN ESS	ENTIAL	FUNCT	ONS		
	 Under general directi	on per	forms complex adjudica	tion funct	ions	and ac	tivities i	nvolved	in the	e resolut	tion of
	Unemployment Insura	ance b	enefit entitlement resolu	tions und	er th	e provis	sions of	the lilling	ois Ur	1empio)	/ment
	Insurance Act and in	compli	ance with federal and st	ate statut	ory r	provisio	ns, rule:	s, regula	ations	and	
	requirements; conduc	cts criti	cal analyses of cases su	bmitted,	revie	ewing fo	or suffici	ency an	d adji	Idicatio	n anvas as
	correctness and time	liness;	creates, enters and extr	acts data		n autom	resolut	ion of ca	n sys ases r	ienis, si pendina	before
	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.										
	the board. Trovides	interpr									
					· ·						
40%	 Performs hig 	hly cor	nplex analytical duties in	the revie	ew of	appea	reques	its from	claim	ants or	at are
	employers file	ed to th	ne Board of Review, at t	ne local o	totus	level, o	or inose	Delisien	routin	ckets in	at are ity and
	filed in the cil		adjudication activity an	i notentia	laius I cas	s anu es se outco	me: cre	es case eates ca	se file	es: make	es
	appropriate c	opies	based on applicable filin	as and is	sues	in IBIS	system	i; produ	ces or	rganized	d record
	for purposes	of filin	the agency response i	n court in	conj	unction	with th	e Attorn	ey Ge	eneral's	Office;
	establishes o	ase tra	acking and generates no	tices to c	laima	ants, en	nployers	s repres	entati	ves and	l/or their
	attorneys usi	ng the	automated BRDS (Boar	d of Revi	ew D	Docketir	ig Syste	em); revi		audio re	cordings
	of hearings to	o deter	mine whether a transcri	pt is requ	ired;	when n	ecessa	ry, upioa	ads/de	ownioad	is mes
	using related	electr	onic systems.								
20%	2 Provides adv	vice an	d technical assistance to	staff, en	ploy	vers, cla	imants,	and the	ir aut	horized	
2070	representativ	es cor	cerning aspects of the l	JI Act to p	prom	ote full	underst	anding	of the	ir rights	and of
	the controve	rsial is:	sues to be resolved; acc	esses pe	rtine	nt inforr	nation s	systems	to res	spond to	o internal
1	and external	inquiri	es; investigates, researc	hes and	expla	ains cas	se dispo	isition; re	esolve	es issue	es and
	processes re	quires	for transcripts, requests	tor oral r	earn	ngs and	submi	ssion of	writte	argui	icins.
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1				11 11 []		0				<u> </u>	
DIRECTOR OF (MS SIGNATURE		DIATE SUPERVISOR BIGNA	WBE A	GEN	CHEAD	VOIGNAT	URE 10	_	· ·	DATE
+·	Miller				וש	M	r			10	30/2013
Dentory	KONY VI ADI GEOMENTE	\mathcal{I}			-+	₩					
CNIS- IUL ULE	amecanuc	1	Bv			/					
00	12.313						• •				

16. (CONTINUE				
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
15%	3.	Using the Spanish I regarding the Board	anguage, provides assistance and of Review and the Administrative Review appeals in written form fro	aimants, including the review of appeal requirements answers telephone and in-person inquiries Review appeal procedures and guidelines. The Spanish to English for the Board of Review
10%	4.	information as need assessments, trans	led (i.e., the highly complicated are fers and cancellations of wage cha	naterial; requests additional or corrected eas of protested determinations and arges); reviews, verifies and organizes data; id application of pertinent policies and
10%	5.	As requested, resea information; perform decisions and opini	ns special projects and/or prepares	s, court rulings and opinions; excerpts pertinent s statistical reports; assists in publishing
05%	6.	Performs other duti enumerated above.		are reasonably within the scope of the duties
conducting	g and sig	AND NUMBER OF IMM ning performance evalu of this position.)	EDIATE SUPERVISOR (Responsible lations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Public Servic	e Admir	n, Opt 1 37015-44-0	3-100-00-01	
		OPRIATE BOX IF THE		<u> </u>
TO, CHECK II	NE AFFR		S POSITION IS A:	
SUPE	RVISOR	OR 🗌 LEAD W	ORKER	
NOTE: S	uperviso	orv or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti ti	me perce as check	entage(s) allotted.		ubordinate incumbents or authorized funded
N/A	Position	n Title	Position Number	No. of Incumbents or Funded Vacancies
		· · · · · · · · · · · · · · · · · · ·		
PERFOR ABILITIE	MANCE (S AND L	of the work of th Icensure or certi	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
		R BE USED.	alanment og divelant to the same	
background	in social	, skii anu mentai dev /behavioral sciences	or business and one year as a full	etion of four years of college with academic -time professional employee with the Illinois
Department	of Emple	oyment Security; or fi	ve years professional experience i	n personnel administration, or business
ownership m	nanagem	ient or operation. Re	quires extensive knowledge of clier	nt and employer rights and obligations in order to
use a persor	nal comp	outer with related soft	of non-complex Unemployment In: ware programs. Requires ability to n duties in conjunction with Spanis	surance claims benefit issues. Requires ability to o speak and write the Spanish language at a
- conoquiai sk	an iever l	n can ying out positio	in duties in conjunction with spanis	
		· · · · · · · · · · · · · · · · · · ·		in a signed
		•		



1. POSITION TITLE	W	ORKING TITLE (IF ANY)	BILING			ION TITLE ON CODE	2. POSITION NUMBER				
EXISTING POSITION											
NEW/REVISED POSITION Employment Security Service Rep		nemployment Insurance I) Appeals Analyst	29			SS	13667-44-08-400-10-32 13667-44-08-410-10-32				
3. AGENCY	1	4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUD	лт	9. OFFICE USE	
EXISTING POSITION											
NEW/REVISED POSITION										11/16/22 PNC	
IL Dept of Employment Security		Legal Services/ Appeals	5		0	016	2	F			
10. SECTION		11. UNIT				12. TRANSACTION 13. EFFECTI CODE DATE			EFFECTIVE TE		
EXISTING POSITION									08/16/2022		
NEW/REVISED POSITION						☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
Administration/Case Management						⊠ MC026 (
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT							
EXISTING POSITION						□ MD021 A			-		
						□ MC149 [DOWNW	/ARD	REA	LLOCATION	
NEW/REVISED POSITION		RC062				☐ MC150 LATERAL REALLOCATION					
Chicago, Illinois			N						ARD REALLOCATION		

OF ME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	1. Under general direction, serves as an Unemployment Insurance (UI) Appeals Analyst for the Illinois Department of Employment Security (IDES)
	 Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the IDES Appeals Division under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements Reviews case files for complete and accurate documentation prior to appeals hearings Analyzes documentation, including but not limited to a review of hearing requests and all associated correspondence from claimants, employers and other interested parties filed and/or sent to Hearings Referees, the Appeals Division or at a Local Office Uploads documentation into computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax Reviews all pertinent documentation for completeness and accuracy, including but not limited to, appellant and appellee letters and documents, Local Office determinations, employer protests, adjudication histories and IBIS guided interview summaries in accordance with Agency policies, procedures and guidelines Requests additional or corrected information from relevant sources and processes all documents and documentation within agency specified timeframe Identifies issues, monitors to ensure all issues are stated on notices and determines if timely appeal has been filed Obtains information in unemployment claims from claimants, employers and other source Analyzes findings, including any discrepancies and takes relevant action based an agency policies, procedures and guidelines
35%	 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 th Appeals Division
	 Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved
	 Collaborates with Appeals staff to create appeals files for in-office viewing by parties Researches case processing issues
	 Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information
	 Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division
	Determines relevant course of action and resolves issues
	 Refers complex issues to supervisor Utilizes Spanish language to assist clients who request or need interpretive services
	3. Conducts critical analyses of appeals cases

0/ OF								
% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS					
05%	 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 4. Keeps abreast of new developments related to Unemployment Insurance (UI) appeals 							
0378	 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 BO	DX IF THIS POSITION IS A:						
□ Supervis	or 🛛 Lead Worker							
percentage	e(s) allotted. If a box wa	er responsibilities <u>must</u> be described i as checked above, list position title, p rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of					
F	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A								
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.								
1. Re co ad	 <u>Minimum Qualifications</u> 1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and (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 <u>NOT</u> intended to be allencompassing or to address all responsibilities of the position.

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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

1. POSITION TI	TLE	WO	RKING TITLE (IF ANY)	BILINGUAL	POSITION OPTION (2. POS	ITION NU	MBER		
Existing Position											
New/Revised Position	1				 						
Employment	Security			29	s	S		7-44-51-			
Service Repr	esentative						13667-44-51-101-21-31				9. OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	USE 112/16/22 - PNC
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New/Revised Position			Service Delivery/ Fi	eld Opera	ations		0	016	Y	R	
10. SECTION	nt of Employment Security		11. UNIT				12. TRAN	SACTION	1:	I 3. EFFECTI	VE DATE
Existing Position							CODE				
									02/16	/2019	
New/Revised Position	1		0								
Chicago Reg	ion/ Lawrence Local Office		Service Unit I					21 ESTAE 22 EXEM		E CHANG	ε
14. WORK LOC	ATION		15. BARGAINING/TERM CODE					24 POSIT 26 CLARI		MBER CH	ANGE
Existing Position							П мсо	27 ADDIT	IONAL I		L CHANGE
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New/Revised Position					i		MC1	49 DOWN	WARD		
2444 West La	awrence		RC062			N		50 LATER 58 UPWA			
Chicago, IL % OF TIME	16. COMPLETE CURRENT							EUNOT			
	Under general direction, f									nd ioh	
40%	 and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner- Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 										
30%	client rights and r	n-mon espon	determinations and etary issues pertaining sibilities as they pert est or need interpretive	ng to the ain to ber	Illinois hefit pro	Unen	nploym	ent Insu	rance	Act; ex	cplains
10% 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.											
			E SUPERVISOR SIGNAT								DATE
X	and only	MÁR 28 2019			bis	- Ju	an		03/2	22/2019	
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KRI's May	94) 12 401-0794 425-17	6	······	.*							

16. (CONTINUED)								
% OF TIME			ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)			
10%	4. Det rec to r	termines client L commendations t referring employ	Jnemployment Insurance and/or W to address employment and unemp	'agner-P bloymen ss Servi	Peyser related needs and provides t related issues, including but not limited ces, identifying barriers to employment			
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.							
05%		rforms other dut umerated above	• •	are reas	onably within the scope of the duties			
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)								
	18 10 10 10 <u>10 10 10 10 10 10 10 10 10 10 10 10 10 1</u>		13600-44-51-101-10-01	WORK	ING TITLE (IF ANY)			
Employment	Security Fiel	ld Office Superv	isor 13600-44-51-101-20-01-					
SUPEI NOTE: S	RVISOR O upervisory or me percentag as checked ab	DR LEAD V r lead worker res ge(s) allotted.	S POSITION IS A: VORKER ponsibilities <u>must</u> be described in a title, position number, and number of s		-			
	Position Title	e	Position Number		No. of Incumbents or Funded Vacancies			
N/A								
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PERFORI ABILITIES	MANCE OF TH	HE WORK OF TH ISURE OR CERTI	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"			
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.								

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	TLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE						
Existing Position										
New/Revised Position Employment Service Repr	Security	,	22	PO		7-44-51- 7 <u>-44-5</u> 1-				
3. AGENCY		4. BUREAU/ DIVISION	1	I	5. EXMT CODE	6. WORK	7. A/I	8.AUDIT	9. OFF USE	
Existing Position									12/16/22	
New/Revised Position	nt of Employment Security	Service Delivery/ F	Service Delivery/ Field Operations			016 SACTION	Y	R 3. EFFECTIN		
Existing Position						02/16/2019				
New/Revised Position	_				1_		<u> </u>			
Chicago Reg	ion/ Lawrence Local Office	Service Unit II			□ MA021 ESTABLISH □ MC022 EXEMPT CODE CHANGE					
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Existing Position						27 ADDIT 28 WORK 21 ABOLI	COUN			
New/Revised Position 2444 West La Chicago, IL		RC062	RC062 N				RAL REA	REALLOCA ALLOCATIO ALLOCATIO	ON	
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PC	SITION ESS	SENTIAL	FUNCTI	ONS			
40%	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.									
	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.									
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30%	2. Conducts reconsi monetary and not client rights and r		uties. Utili accepts a ng to the l ain to ber	zes Polish I oppeals; hea Illinois Une	ars, con mploym	siders ar ent Insu	nd adj rance	judicate Act; ex	ie o s plain	
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10% DIRECTOR O	 request or need in 2. Conducts reconsist monetary and not client rights and reclients who requeses and the clients who requeses and the clients who requeses and the clients with replacements. As description of the clients of the clients with replacements. As description of the clients of the clients of the clients of the clients with request or needed. 	nterpretive services. dered determinations and n-monetary issues pertaini esponsibilities as they pert est or need interpretive serv ekers, taking or updating w interviews and/or to partne ings as listed in job order re nation regarding selected jo irected, travels to perform eed interpretive services.	uties. Utili accepts a ng to the l ain to ber vices. ork histor er agencie ecords or obs and jo these duti	zes Polish I appeals; hea Illinois Une nefit progran y; assesses es for additi available th ob interview ies. Utilizes	ars, con mploym ms. Utili s client s onal em nrough a ing proc Polish I	siders an ent Insur zes Polis skills and ploymen automate edures; anguago	nd adj rance sh lan d refer nt ser ed file verifi e to a	judicate Act; ex iguage t vices; se s; provie es and i ssist clie	e s plain to as s to elect des recor ents	

16. (CONTINUE									
% OF TIME 10%			DACCURATE STATEMENT OF POSITION Unemployment Insurance and/or W						
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05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.								
05%	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 Superv	visor 13600-44-51-101-30-01						
	RVISOR		VORKER						
ti	me perce as checke	ntage(s) allotted.	sponsibilities <u>must</u> be described in a title, position number, and number of s						
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies				
N/A									
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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 .									

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1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position											
New/Revised Position Employment S Service Repre			29	SS		′ -44-51- 1 -44-51-1					
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		
	t of Employment Security	Service Delivery/ Fi	eld Opera	ations		016 SACTION	Y	R 3. EFFECTIV	E DATE		
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New/Revised Position Chicago Regio	on/ 71st Street Local Office	Service Unit II	Service Unit II				MA021 ESTABLISH				
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1515 East 71s Chicago, IL	t Street	RC062		[×] N	□ MC1	50 LATER	RAL REA		N		
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PO	SITION ESS		FUNCTI	ONS				
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.											
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10%	10% 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.										
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	D)								
16. (CONTINUE % OF TIME	16 COMPLETE CURRENT AN	D 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%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.								
05%	enumerated abov	e.	are reasonably within the scope of the duties						
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)									
		13600-44-51-102-20-01	WORKING TITLE (IF ANY)						
 Employment	Security Field Office Super	visor 13600-44-51-102-30-01							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:									
SUPE NOTE: S	RVISOR OR LEAD upervisory or lead worker re me percentage(s) allotted. as checked above, list positior	WORKER sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A	····								
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Existing Position											
New/Revised Position											
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Service Repre	esentative						<u>44-51-</u>		1-3 1		
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			Comico Dolivory/ Fi		-		010				
	t of Employment Security		Service Delivery/ Fi	eia Oper	ations	0	016	Y	R		
10. SECTION			11. UNIT				SACTION	1	3. EFFECTIN	/E DATE	
Existing Position							02/16/2019				
New/Revised Position						4					
	on/ Pilsen Local Office		Service Unit I			MA021 ESTABLISH					
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14. WORK LOCA	TION	i	15. BARGAINING/TERM	CODE	Exempt	🛛 мсо	26 CLARI	FY			
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New/Revised Position		ļ					21 ABOLI				
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Chicago, IL			RC062		N		MC158 UPWARD REALLOCATION				
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	Under general direction, f								nd job		
	placement functions and										
	Unemployment Insurance										
	and State statutory provis										
	Insurance and/or Wagner										
	unemployment related iss										
	and prepares reports; ma worksites in the service d										
	who request or need inter			igned du		sopania	angu	aye ic	0 033131	CIICILIS	
-		protive									
40%	1. Performs more co										
			ment resolutions und	•						er-	
			nvestment legislation								
T.			tions and requirements. Adjudicates monetary and nonmonetary benefit ng, investigating, and providing eligibility determinations for complex or								
			ed claims; makes mu								
			ns to clients; provide								
ļ			lity and timeliness m								
			Administration (ETA								
			perform assigned du								
ļ	request or need in	nterpre	tive services.			-					
			defense to the state								
30%	2. Conducts reconsi										
ļ			etary issues pertainir sibilities as they perta	•					•	•	
[st or need interpretiv			ma. Uuli	zes oha	1115/11	anguay	0 0	
				5 501 4100							
10%	3. Interviews job see	ekers,	taking or updating w	ork histo	y; assesse	s client :	skills and	d refe	rs client	ts to	
	employers for job	intervi	ews and/or to partne	er agenci	es for addit	ional en	ployme	nt ser	vices; s	elects	
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			egarding selected jo								
			l, travels to perform t	inese dut	ies. Utilize:	s Spanis	n langua	age to	assist	clients	
			erpretive services. SUPERVISOR SIGNATI		GENCY HEA		URF			DATE	
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/	() 27	1	MAR 2 8 2019		theme	- 3ú	m		03/2	22/2019	
MS-104 (Rev. 10/9	H) IL 401-0794	H H								·	
Han Mr.	14) IL 401-0794 Ц:Э9-19 Jus	1									
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Image Is_COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (COMINES) 10% 4. Determines client Unemployment Insurance and/or Wagner-Payser related issues, including but not limited to referring employers from Business Services, identifying barriers to employment and unemployment related issues, including but not limited to referring employers to prepresentatives from Business Services, identifying barriers to employment and providies inductation programs. 05% 5. Establishes and maintains activity records and reports. Reviews induidual caseload activity on the pending adjudication or analager, makes service efficiency assessments and/or claims using automated systems including but not limited to the 1L 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 reasonabily within the scope of the duties enumerated above. 11. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance), edition. 12. Performs other duties as required or assigned which are reasonabily within the scope of the duties enumerated above. 13. FORCENTIE EXCENTION IS A: 13. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: 13. SUPERVISOR Responsibilities must be described in a detailed duty statement(s) with a timp percentage(s) alloted. </th <th colspan="9">16. (CONTINUED)</th>	16. (CONTINUED)										
4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related insues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. 5% 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 Beneff Information System (IRIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager, makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. 6. Performs other duries as required or assigned which are reasonably within the scope of the duties enumerated above. 13600-44-51-107-10-31 WORKING TITLE (IF ANY) Employment Security Field Office Supervisor 13600-44-51-107-10-31 WORKING TITLE (IF ANY) Employment Security Field Office Supervisor 13600-44-51-107-10-31 WORKING TITLE (IF ANY) Employment Security Field Office Supervisor 14800-44-51-107-10-31 WORKING TITLE (IF ANY) Employment Security Field Office Supervisor tagood and security and using addition generation of a statistical method in a detailed duty statement(s) with a time percentage(s) altoted. Ha box was checked above, list position listes, must be described in a detailed duty statement(s) with a time percentage(s) altoted. Ha box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount. Position Title Position Number N		16. COMPLETE CURRENT AND	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
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Existing Position													
New/Revised Position	۱				<u> </u> 		1						
Employment				29		SS		7-44-51					
Service Repr	resentative						13667	6. WORK	107-3	1	9. OFFICE		
3. AGENCY Existing Position			4. BUREAU/ DIVISION				CODE	COUNTY	AUTH	8.AUDIT	USE		
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New/Revised Position							ј 🗖 мс1		WARD	REALLOC			
1700 West 18	8th Street		RC062			Ν							
Chicago, IL	-												
% OF TIME	16. COMPLETE CURRENT												
	placement functions and	Jnder general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Jnemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal											
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	Insurance and/or Wagner										ent and		
	unemployment related iss												
	and prepares reports; ma												
	worksites in the service d			gned du	lies. L	Jtilizes	Spanis	h langua	age to	o assist	clients		
	who request or need inter	pretive	e services.										
40%		entitle	ement resolutions und	ler provis	sion c	of Unen	nploym	ent Insu	rance	, Wagne			
	provisions, rules,	regula	nvestment legislation ations and requiremen ring, investigating, and	nts. Adju	dicate	es mon	etary a	nd nonm	noneta	ary bene			
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	request or need in	nterpre	euve services.										
30%	2. Conducts recons	dered	determinations and a	accepts a	appea	als; hea	rs, con	siders a	nd ad	judicate	S		
			etary issues pertainir										
	client rights and r	espon	sibilities as they perta	ain to ber	nefit p								
	assist clients who	reque	est or need interpretiv	e service	es.					-			
10%	2 Interviews job co	akora	taking or undating w	ork histor			client	kille on	d rofo	re clicet	s to		
1070	3. Interviews job see employers for job		iews and/or to partne										
			s listed in job order re										
			regarding selected jo										
	placements. As d	irected	d, travels to perform t										
	who request or need interpretive services.							. ==					
		IEDIATE	E SUPERVISOR SIGNATL								ATE		
1	27	•	i sant tan ing at na mang sa sa sa sa sa sa sa sa sa sa sa sa sa		r // 4	bong	sCh - Ja	m	-	03/2	2/2019		
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16. (CONTINUE % OF TIME	16 COMPLETE CURRENT AN	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
10%	 Determines client recommendations to referring emplo 	Unemployment Insurance and/or W to address employment and unemp	agner-Peyser related needs and provides bloyment related issues, including but not limited ss Services, identifying barriers to employment								
05%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	enumerated abov	e.	are reasonably within the scope of the duties								
conductin			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
		13600-44-51-107-20-31	WORKING TITLE (IF ANY)								
Employment	Security Field Office Super	visor 1 3600-44-51-107-30-3 1									
	HE APPROPRIATE BOX IF TI		1								
ti	upervisory or lead worker re me percentage(s) allotted. as checked above, list position	WORKER esponsibilities <u>must</u> be described in a n title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded								
	Desition Title	Desition Number	No. of Incumbents or Euroded Vesensies								
N/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
		•									
PERFOR	MANCE OF THE WORK OF T	HIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
background employee wi or operation. finding of fac with employe payment or r inappropriate work history spreadsheets	in the social / behavioral sc th IDES; or five years profe Requires thorough knowle its, test interpretation, and vers and clients; organize and non-payment of claimant be work search efforts; write information and to use a pe s, database management, of e Spanish language at a c	iences or business/personnel admin ssional experience in personnel adm dge of the provisions of the Illinois U vocational counseling techniques. R d analyze pertinent information to pr nefits; determine an appropriate wo clearly and concisely to record bene rsonal computer with related softwa electronic mail and internet. Require	etion of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate rk search plan for the client and identification of fit determinations employer job orders and client re programs such as word processing and es the ability to travel. Requires ability to speak it position duties in conjunction with Spanish								

1. POSITION TIT	ſLE	WORKING TITLE (IF ANY) BILINGUAL CODE	POSITION TIT	TLE 2. POS	ITION NU	MBER				
Existing Position											
New/Revised Position					12667	13667-44-53-101-41-31					
Employment Service Repr			29	SS	13007	-44-00-	101-4	1-51			
3. AGENCY		4. BUREAU/ DIVISIO	DN N		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position	····										
New/Revised Position		Service Delivery	Service Delivery/ Field Operations				Y	R			
IL Departmen 10. SECTION	nt of Employment Security		11. UNIT					3. EFFECTIV	E DATE		
Existing Position							CODE				
						02/16/2019					
New/Revised Position		Service Unit III				21 ESTAE	BLISH				
Metro South	Region/ Harvey Local Offic			Ruta	🗖 мсо	22 EXEM	РТ СОБ	E CHANG			
14. WORK LOCA	ATION	15. BARGAINING/T	ERM CODE	Exen	npt 🛛 MCO	26 CLARI	FY				
Existing Position						28 WORK	COUN	IDENTICAL			
New/Revised Position						21 ABOLI 49 DOWN		REALLOC	ATION		
Harvey, IL	RC062 N C149 DOWNWARD REALLOCATI								ON		
% OF TIME	16. COMPLETE CURRENT				SSENTIAL	FUNCT	ONS				
40%	 Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. Performs more complex employment service and job placement functions and unemployment insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 										
30%	monetary and no client rights and	sidered determinations a on-monetary issues perta responsibilities as they p o request or need interp	aining to the pertain to be	e Illinois U enefit prog	Inemploym	ient Insu	irance	e Act; e>	plains		
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.										
							DATE				
	Janel forde	· -/ · · · -/		1	by Je	em	<u>ن</u> ت	03/	22/2019		
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16. (CONTINUE		D ACCURATE STATEMENT OF POSITION	ESSENTIAL ELINCTIONS (Continued)								
% OF TIME	16. COMPLETE CURRENT ANI	DACCORATE STATEMENT OF FOSTION	ESSENTIAL FONCTIONS (continued)								
10%	recommendations to referring employ	to address employment and unemp	agner-Peyser related needs and provides bloyment related issues, including but not limited ss Services, identifying barriers to employment lucation programs.								
05%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	 Performs other du enumerated above 		are reasonably within the scope of the duties								
conductin	I N TITLE AND NUMBER OF IM g and signing performance eva umbent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
			WORKING TITLE (IF ANY)								
English and	Converte Field Office Super-										
	-	visor 13600-44-53-101-40-01									
	HE APPROPRIATE BOX IF TH										
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded								
neadcour	II.										
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
PERFOR ABILITIE	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT	HIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to the completion of four years 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 th speaking cli		olloquial skill level in carrying ou	t position duties in conjunction with Spanish								

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1. POSITION TIT	LE	wo	RKING TITLE (IF ANY)	BILINGUAL	POS	TION TITLE	2. POS	TION NU	MBER				
Existing Position													
New/Revised Position													
Employment S Service Repre				29		SS	13667	-44-53-	104-3	1-31			
3. AGENCY			4. BUREAU/ DIVISION		1		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position													
New/Deviced Desilier	48 -11-1-1-1-1-1-1-1-1-1-1 -1-1-1-1-1-1-1-												
New/Revised Position	t of Employment Security	,	Service Delivery/ Field Operations				0	016	Y	R			
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	13	B. EFFECTIV	E DATE		
Existing Position							CODE	·		00/40	0040		
							02/16/20						
New/Revised Position								04 FOTAS					
Metro South R	Region/ Burbank Local O	ffice		Service Unit II					E CHANG	E			
	TION			5. BARGAINING/TERM CODE					MBER CHA	NGE			
14. WORK LOCA Existing Position			15. DARGAINING/TERM			<u>Champt</u>	_	27 ADDIT		DENTICAL	CHANGE		
								28 WORK 21 ABOLI		TY CHANG	E		
New/Revised Position								49 DOWN		REALLOC	ATION		
Burbank, IL			RC062			N		50 LATEF 58 UPWA					
% OF TIME	16. COMPLETE CURRE		L		OSITI	ON ESS				LLOOKIN			
	Under general direction	for an	assigned area perfo	rms mor	e cor	nplex el	mploym	ent serv	ice ar	nd job			
	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 Insurar	Inemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal											
	and State statutory pro	visions,	rules, regulations and	d require	ment	is; detei	mines o	client Ur	emple	oyment			
	Insurance and/or Wag	d State statutory provisions, rules, regulations and requirements; determines client Unemployment surance and/or Wagner-Peyser related needs and provides recommendations to address employment and											
	unemployment related	issues;	loads and extracts da	ta using	auto	mated s	systems	; mainta	ins ac	ctivity re	cords		
	and prepares reports;	nakes s	ervice efficiency asse	essments	and	recomr	nendati	ons. As	direct	ed, trav	els to		
	worksites in the service			igned du	ities.	Utilizes	Spanis	h langu	age to	assist	clients		
	who request or need ir	terpretiv	ve services.										
			1				f			loumon			
40%	1. Performs more	comple	ex employment servic lement resolutions un	e and jou	o piac	of Unor	nunction	is anu u ont Incu	rance	Wagn	ar_		
	Insurance ben		Investment legislatio	n in com	nlian		Fodora	Land St	ato eta	atutory	51-		
	Peyser and vv		Investment registatio	n in com nte Adiu	plian	tes mor	netary a	nd nonn	nonet	arv bene	əfit		
	claime issues	interviev	wing investigating ar	tions and requirements. Adjudicates monetary and nonmonetary benefiing, investigating, and providing eligibility determinations for complex or					or				
	unique initial o	contin	ed claims; makes multi-claimant decisions; investigates, researches and					nd					
	explains case	lisposit	ns to clients; provides written determinations; meets and/or exceeds					he					
	federally mano	ated qu	lity and timeliness metrics as defined by the U.S. Department of L					of Labo	r				
	Education and	Trainin	q Administration (ETA) handbo	ook. A	As dired	ted, tra	vels to v	vorksi	tes in th	e		
	service deliver	/ area t	o perform assigned d	uties. Uti	lizes	Spanis	h langu	age to a	ssist (clients v	/ho		
	request or nee	d interp	retive services.										
30%	2. Conducts reco	nsidere	d determinations and	accepts	appe	als; he	ars, con	siders a	nd ad)S mlaina		
	monetary and	non-mo	netary issues pertaini	ng to the		ois Une	mpioym mo Litili	ient Insu	rance	e ACL, ex	piains e to		
			nsibilities as they per			program	ns. Uui	izes ope		anguay	6 10		
	assist clients v	no requ	lest or need interpreti	ve servic	,es.								
10%	3. Interviews job	saakars	, taking or updating w	ork histo	nv. a	55955P	s client	skills an	d refe	rs client	ts to		
1070	amplovers for	oh inter	views and/or to partn	er ageno	ies f	or addit	ional en	nplovme	nt ser	vices: s	elects		
	suitable job or	eninas	as listed in job order r	ecords o	r ava	ailable t	nrough	automat	ed file	s; provi	des		
	clients with inf	ormatio	n regarding selected j	obs and	job ir	nterview	ing pro	cedures	; verif	ies and	records		
	placements. A	s directe	ed, travels to perform	these du	ities.	Utilizes	Spanis	sh langu	age to	assist	clients		
	who request or need interpretive services.												
DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE									DATE				
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16. (CONTINUE % OF TIME	16 COMPLETE CUPPENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
10%	4. Determines client L recommendations to referring employ	Jnemployment Insurance and/or W to address employment and unemp	agner-Peyser related needs and provides ployment related issues, including but not limited ss Services, identifying barriers to employment								
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	enumerated above	. '	are reasonably within the scope of the duties								
conducting	N TITLE AND NUMBER OF IMM g and signing performance evalu umbent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
		· · · · · · · · · · · · · · · · · · ·	WORKING TITLE (IF ANY)								
Employment	Security Field Office Superv	risor 13600-44-53-104-30-01									
	HE APPROPRIATE BOX IF THI										
	RVISOR OR 🗌 LEAD V		detailed duty statement(s) with a								
ti	me percentage(s) allotted. as checked above, list position		ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
	·····										
PERFOR	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
Requires knowledge, skill and mental development equivalent to the completion of four years 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 cli	ients.		· · · · · · · · · · · · · · · · · · ·								

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1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION	CODE	2. POSITION NUMBER						
Existing Position													
New/Revised Position				29	SS	3	13667	-44-53-′	104-4	1-31			
Service Repre 3. AGENCY	esentative		4. BUREAU/ DIVISION	1			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position													
New/Revised Position			Oranias Delivery/Ei		ationa		0	016	Y	R			
IL Departmen	t of Employment Security		Service Delivery/ Fi		ations		0 12. TRAN	016		3. EFFECTIV			
10. SECTION			11. UNIT				CODE						
Existing Position							02/16/2019						
New/Revised Position Metro South F	Region/ Burbank Local Offi	ce	Service Unit III				MA021 ESTABLISH MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE						
14. WORK LOCA			15. BARGAINING/TERM			xempt	🖾 мсо	26 CLARI	FY				
Existing Position					27 ADDIT 28 WORK								
New/Revised Position Burbank, IL			RC062			■ MC149 DOWNWARD REALLOCAT N ■ MC150 LATERAL REALLOCATION ■ MC158 UPWARD REALLOCATION					DN .		
% OF TIME	16. COMPLETE CURRENT		CCURATE STATEME	NT OF PC	SITION	I ESS				LLOCATI			
40%	 Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 												
30%	client rights and assist clients wh	on-mon respon o reque	etary issues pertaini sibilities as they per est or need interpreti	ing to the tain to be ive servic	Illinois nefit pr es.	Uner rograr	mploym ms. Util	ent Insu izes Spa	irance anish	e Act; e> languag	kplains je to		
 Interviews job seekers, taking or updating work history; assesses client skills and refers client employers for job interviews and/or to partner agencies for additional employment services; suitable job openings as listed in job order records or available through automated files; prov clients with information regarding selected jobs and job interviewing procedures; verifies and placements. As directed, travels to perform these duties. Utilizes Spanish language to assist who request or need interpretive services. 						selects ides records clients							
DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE									DATE				
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16. (CONTINUE			CURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)						
<u>% OF TIME</u> 10%	4. Determ recomm to refer and pro	ines client Une nendations to a ring employers oviding informa	employment Insurance and/or Wa address employment and unemp s to representatives from Busines tion on available training and ed	agner-F loymen ss Servi ucation	Peyser related needs and provides it related issues, including but not limited ices, identifying barriers to employment programs.						
05%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	enume	rated above.									
conductin		ormance evaluati			gning and reviewing work, preparing, g disciplinary action and adjusting grievances						
		<u>-</u>		WORK	(ING TITLE (IF ANY)						
Employment	Security Field Of	ffice Superviso	r 13600-44-53-104-40-01		· · · · · · · · · · · · · · · · · · ·						
SUPE	upervisory or lead me percentage(s) as checked above,	LEAD WO	RKER nsibilities <u>must</u> be described in a		d duty statement(s) with a ite incumbents or authorized funded						
	Position Title		Position Number		No. of Incumbents or Funded Vacancies						
N/A			······								
PERFORI	MANCE OF THE W S AND LICENSUR	VORK OF THIS	POSITION. NOTE: SINCE THERE	ARE NO	INECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND IE PHRASE "SAME AS SPECIFICATION"						
background i employee wit or operation. finding of fac with employee payment or n inappropriate work history spreadsheets and write the	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.										

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1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER					
Existing Position	<u></u>											
New/Revised Position Employment S Service Repre			29	SS	13667	-44-53-	105-3	1-31				
3. AGENCY		4. BUREAU/ DIVISION	N	L	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position												
New/Revised Position		Service Delivery/	Field Oner	ations	0	099	Y	R				
IL Departmen	t of Employment Security		11. UNIT				12. TRANSACTION 13. EFF					
Existing Position	<u> </u>						CODE					
		· · · · · · · · · · · · · · · · · · ·					02/16/2019					
New/Revised Position Metro South F	Region/ Joliet Local Office	Service Unit II					MA021 ESTABLISH					
14. WORK LOCA	TION	15. BARGAINING/TEI		Rutan Exempt	🛛 🖾 мсс	24 POSIT 26 CLARI	FY					
Existing Position						27 ADDIT						
MD021 ABOLISH New/Revised Position Image: Model of the second							REALLOC					
Joliet, IL		RC062 N MC149 DOWNWARD REALLOCAT MC150 LATERAL REALLOCAT MC158 UPWARD REALLOCAT							ON			
% OF TIME	16. COMPLETE CURRENT Under general direction,	AND ACCURATE STATEM	ENT OF PO	DSITION ES	SENTIAL	FUNCTI	ONS					
40%	Unemployment Insurance and State statutory provis Insurance and/or Wagne unemployment related is and prepares reports; ma worksites in the service of who request or need inte 1. Performs more of insurance benefi Peyser and Worl provisions, rules claims issues, in unique initial or of explains case dis federally mandat Education and T service delivery	 placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner- Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 										
30%	monetary and no client rights and assist clients wh	on-monetary issues pertai responsibilities as they pe o request or need interpre	ning to the ertain to be etive servic	Illinois Une nefit progra es.	mploym ms. Util	ient Insu izes Spa	irance anish	e Act; ex languag	xplains je to			
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selecutable job openings as listed in job order records or available through automated files; provide clients with information regarding selected jobs and job interviewing procedures; verifies and records or placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.						selects ides records clients					
DIRECTOR OF		IMMEDIATE SUPERVISOR SIGNATURE Homas Chan by Setting							DATE			
	Janel Jorde	Se Law -		10 wine	1- Je	in	ٽٽر ،	03/	22/2019			
CMS-104 (Rev. 10/ TOLis May	96) IL 461079427 120 4279-(9	MAR 2 8 2019	[~1	· · · · ·								

16. (CONTINUE	D)	<u>,</u>									
% OF TIME	16 COMPLET	E CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIA	AL FUNCTIONS (Continued)						
10%	4. De rec to r and	termines client U commendations to referring employe d providing inforn	nemployment Insurance and/or Wa o address employment and unemp ers to representatives from Busines nation on available training and ed	agner-Pe bloyment ss Servic ucation (eyser related needs and provides related issues, including but not limited ces, identifying barriers to employment programs.						
05%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	05% 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
conductin	N TITLE AND g and signing cumbent of this	performance evalu	EDIATE SUPERVISOR (Responsible actions; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances						
		<u></u>		WORKI	ING TITLE (IF ANY)						
Employment	Security Fie	ld Office Supervi	sor 13600-44-53-105-30-31								
18. CHECK T		RIATE BOX IF THIS	S POSITION IS A:	<u>I</u>							
	RVISOR (DR 🗌 LEAD W	ORKER								
		—		المالمة مام	I dutu atatamant/a) with a						
ti	ime percenta	ge(s) allotted.	ponsibilities <u>must</u> be described in a		•						
If a box w headcour		bove, list position t	itle, position number, and number of s	ubordinat	te incumbents or authorized funded						
	Position Title	e l	Position Number	ï	No. of Incumbents or Funded Vacancies						
N/A											
			·····		· · · · · · · · · · · · · · · · · · ·						
			·····								
PERFOR ABILITIE	MANCE OF T	HE WORK OF THI ISURE OR CERTI	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"						
background employee wi or operation. finding of fac with employe payment or r inappropriate work history spreadsheet	in the social th IDES; or f Requires th cts, test inter ers and clien non-payment work searc information a s, database s Spanish l	/ behavioral scient ive years profess orough knowledg pretation, and voo ts; organize and s t of claimant bench h efforts; write cla and to use a person management, ele	nces or business/personnel admin sional experience in personnel admin ge of the provisions of the Illinois U cational counseling techniques. R analyze pertinent information to pr efits; determine an appropriate wor early and concisely to record bene sonal computer with related softwa ectronic mail and internet. Require	istration ninistration nemploy equires rovide four rk search fit deterr re progra es the ab	our years of college with academic and one year as a full-time professional on, or business ownership management yment Insurance Act; interviewing, the ability to effectively communicate r the determination of appropriate n plan for the client and identification of minations employer job orders and client ams such as word processing and bility to travel. Requires ability to speak on duties in conjunction with Spanish						

1. POSITION TIT	E	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION OPTION		2. POSITION NUMBER							
Existing Position				·									
New/Revised Position													
Employment S			29	SS	s '	13667	-44-54-′	102-4	1-31				
Service Repre 3. AGENCY	sentative	4. BUREAU/ DIVISION		<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position						CODE	COUNTY	AVIE		032			
New/Revised Position									_				
	of Employment Security	Service Delivery/ F	ield Oper	ations		0	101	Y	R				
10. SECTION		11. UNIT	11. UNIT					12. TRANSACTION 13. EFFECTIVE DATE CODE					
Existing Position						02/16/2019							
New/Revised Position Northern Regi	on/ Rockford Local Office	Service Unit II				MA021 ESTABLISH							
14. WORK LOCA	TION	15. BARGAINING/TER	MCODE		Rutan Exempt	🛛 МСО	24 POSIT 26 CLARI	FY					
Existing Position						MC0	28 WORK	COUN		CHANGE			
New/Revised Position							21 ABOLI 49 DOWN	WARD	REALLOC	ATION			
Rockford, IL		RC06			N	D MC1	50 LATER 58 UPWA	RD REA					
% OF TIME	16. COMPLETE CURREN	T AND ACCURATE STATEM	ENT OF PO	OSITION	N ESSE	NTIAL	FUNCTI	ONS					
40%	 Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. Performs more complex employment service and job placement functions and 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-claimat 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 												
30%	monetary and ne client rights and	sidered determinations and on-monetary issues pertair responsibilities as they pe no request or need interpre	ning to the rtain to be	e Illinois enefit pr	s Unem	ploym	ent Insu	irance	e Act; e>	cplains			
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.								elects ides records clients				
DIRECTOR OF		IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE						DATE					
1 YA	u finde 27			1000	by	- Ja	in	ن ـت	03/	22/2019			
TAN May		MAR 2 8 2019		<u>,</u>			· · · · ·	- i					

		,	
16. (CONTINUE			······································
% OF TIME		D ACCURATE STATEMENT OF POSITION	
10%	recommendations to referring employ	to address employment and unemp	/agner-Peyser related needs and provides ployment related issues, including but not limited ess Services, identifying barriers to employment ducation programs.
05%	pending adjudicati cases. Loads and including but not li (IBIS) and GenTa: inquiries to superv	ion report in order to maintain timelin extracts data related to job placeme imited to the IL Labor Exchange sys x. Evaluates and reports computer e	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems stem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.
05%	enumerated above	e.	are reasonably within the scope of the duties
conducting	N TITLE AND NUMBER OF IM g and signing performance eva umbent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	ofor assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Super-	visor 13600-44-54-102-40-01	
SUPE	upervisory or lead worker re me percentage(s) allotted. as checked above, list position	WORKER sponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFOR	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
background employee wi or operation. finding of fac with employe payment or r inappropriate work history spreadsheet	in the social / behavioral sci th IDES; or five years profes Requires thorough knowled ets, test interpretation, and ve and clients; organize and non-payment of claimant ber work search efforts; write of information and to use a per s, database management, e e Spanish language at a c	ences or business/personnel admini ssional experience in personnel adm dge of the provisions of the Illinois U ocational counseling techniques. Re d analyze pertinent information to pr nefits; determine an appropriate wor clearly and concisely to record bene rsonal computer with related softwa electronic mail and internet. Require	etion of four years of college with academic histration and one year as a full-time professional ministration, or business ownership management Jnemployment Insurance Act; interviewing, Requires the ability to effectively communicate rovide for the determination of appropriate rrk search plan for the client and identification of effit determinations employer job orders and client are programs such as word processing and es the ability to travel. Requires ability to speak ut position duties in conjunction with Spanish

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POSITION DESCRIPTION

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1. POSITION TIT	LE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSIT	NON TITLE	2. POS	ITION NU	MBER		
Existing Position									·		
New/Revised Position			<u></u>	29		SS	13667	-44-54-	105-2	1-31	
Service Repre	esentative	<u> </u>	4. BUREAU/ DIVISION				5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE USE
Existing Position							CODE	COUNTY	AUTH		USE
										1	
New/Revised Position	t of Employment Security		Service Delivery/ Fi	eld Oper	ation	S	0	045	Y	R	
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIN	E DATE
Existing Position										02/16	/2019
New/Revised Position Northern Reg Center	ion/ Carpentersville Proce	ssing	Service Unit I				П мсс	21 ESTAE	PT COD		
14. WORK LOCA	ATION		15. BARGAINING/TERM			Rutan Exempt	🛛 мсо	24 POSIT 26 CLARI	FY		
Existing Position								27 ADDIT			
								21 ABOLI	SH		
New/Revised Position			RC062			Ν		49 DOWN 50 LATER	RAL REA	ALLOCATIO	NC
Carpentersvil % OF TIME	IE, IL 16. COMPLETE CURREN							58 UPWA		ALLOCATIO	ON
40%	Peyser and Wo provisions, rules claims issues, in unique initial or explains case d federally manda Education and service delivery request or need	ce, Wag isions, r er-Peyse ssues; k akes se delivery erpretive complex fit entitle rkforce I s, regula nterview continue isposition ated qua Training area to I interpre	ner-Peyser and Wor ules, regulations and er related needs and bads and extracts da rvice efficiency asse area to perform asse e services. cemployment services ment resolutions un nvestment legislation ations and requirement ing, investigating, and ed claims; makes mons to clients; provide lity and timeliness in Administration (ETA perform assigned de etive services.	kforce In d require l provides ata using essments signed du e and jok der provid ulti-claim es writter netrics as A) handbo uties. Uti	vestr ment s reco autor and ties. o plac sion pliand dicat ing e ant d defir bok. / lizes	nent leg s; deter ommen mated s recomr Utilizes cement of Uner ce with tes mor ligibility ecision erminat hed by the As direct Spanis	gislatior mines dations systems nendati Spanis function mploym Federa netary a determ s; inves ions; m the U.S cted, tra h langu	n in com client Ur to addro s; mainta ons. As sh langu ns and u ent Insu I and Sta nd nonn hinations tigates, eets and . Depart vels to v age to a	pliance nempl ains a direct age to nemp rance ate sta nonet for c resea t/or ex ment works issist	ctivity re ted, trav o assist bloymen e, Wagn atutory ary ben omplex urches a kceeds of Labo ites in th clients v	ent and ecords rels to clients t er- efit or nd the or ne who
30%	client rights and	on-mon I respon	determinations and etary issues pertain sibilities as they per est or need interpret	ing to the tain to be	e Illinc enefit	ois Une	mploym	nent Insu	irance	e Act; e>	cplains
10%	employers for jo suitable job ope clients with info placements. As who request or	b intervenings a rmation directed need in	taking or updating v iews and/or to partn s listed in job order r regarding selected j d, travels to perform terpretive services.	er agenc records o obs and these du	ies fo r ava job in ities.	or additi nilable tl nterview Utilizes	ional er hrough /ing pro s Spanis	nployme automat cedures sh langu	ent se ted file ; verif	rvices; s es; prov fies and o assist	elects ides records clients
DIRECTOR OF		MEDIAT	E SUPERVISOR SIGNA				SIGNA	an	I		DATE
1 4	inel forde	A	iar 2 8 2019 👘			pro	- Je	in	انت	03/	22/2019
MS-104 (Rev. 10)	(<u>127</u>) (94) IL 401-0794	6.9		Ł.					·		· · · · · · · · · · · · · · · · · · ·
This May	14 427-19	¯Β̈́Υ:									
1 10	-										

16. (CONTINUE	<u></u>		
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	 Determines client recommendations to referring employ 	Unemployment Insurance and/or W to address employment and unemp	agner-Peyser related needs and provides ployment related issues, including but not limited ss Services, identifying barriers to employment
05%	pending adjudicati cases. Loads and including but not liu (IBIS) and GenTax inguiries to superv	on report in order to maintain timelin extracts data related to job placeme mited to the IL Labor Exchange sys <. Evaluates and reports computer e	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems tem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.
05%	enumerated above	э.	are reasonably within the scope of the duties
conducting	N TITLE AND NUMBER OF IMI g and signing performance eval umbent of this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Superv	visor 13600-44-54-105-20-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
	· · · · · · ·	· · · · · · · · · · · · · · · · · · ·	
PERFORI ABILITIES	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
background i employee wir or operation. finding of fac with employe payment or r inappropriate work history spreadsheets	In the social / behavioral scie th IDES; or five years profes Requires thorough knowled ts, test interpretation, and vo ers and clients; organize and non-payment of claimant ber work search efforts; write c information and to use a per s, database management, el e Spanish language at a co	ences or business/personnel admin sional experience in personnel adm lge of the provisions of the Illinois U ocational counseling techniques. R I analyze pertinent information to pr hefits; determine an appropriate wor learly and concisely to record bene sonal computer with related softwa lectronic mail and internet. Require	ation of four years of college with academic istration and one year as a full-time professional inistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate rk search plan for the client and identification of fit determinations employer job orders and client re programs such as word processing and es the ability to travel. Requires ability to speak th position duties in conjunction with Spanish

1. POSITION TIT	ſLE	WOF	RKING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2. POS	TION NU	MBER		
Existing Position											
New/Revised Position Employment				29		SS	13667	-44-54-	107-2	1-31	
3. AGENCY		L	4. BUREAU/ DIVISION	I	1		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position			<u> </u>								
New/Revised Position	<u> </u>		Service Delivery/ Fi	eld Oper	ation	<u> </u>	0	045	Y	R	
	t of Employment Security		11. UNIT		auon	3	0 12. TRAN		-	3. EFFECTIV	E DATE
10. SECTION Existing Position							CODE				
-ABUNG FUSIKUN										02/16/	/2019
New/Revised Position	ion/ North Aurora Local Off	fice	Service Unit I					21 ESTAE 22 EXEMI			F
4. WORK LOCA			15. BARGAINING/TERM	1 CODE		Rutan Exempt	□ мсо ⊠ мсо	24 POSIT 26 CLARI	ion nu Fy	MBER CH	ANGE
Existing Position							🗖 мсо	28 WORK	COUN		L CHANGE SE
New/Revised Position			· · · · · · · · · · · · · · · · · · ·			<u> </u>		21 ABOLI 49 DOWN		REALLOC	ATION
North Aurora,	IL		RC062			N	🔲 MC1	50 LATER 58 UPWA	AL REA	ALLOCATIO	NC
% OF TIME	16. COMPLETE CURRENT Under general direction,	AND A	CCURATE STATEME	NT OF PO	DSITI	ON ESS	ENTIAL	FUNCTI	ONS		
40%	Peyser and Work provisions, rules, claims issues, in unique initial or of explains case dis federally mandat Education and T service delivery a request or need 2. Conducts recons	r-Peys sues; la lakes se delivery rpretivery complet t entitle kforce , regula terview continu sposition ted qua raining area to interpre-	er related needs and oads and extracts da ervice efficiency asse of area to perform asse e services. a employment service ement resolutions un Investment legislation ations and requirement ving, investigating, ar ed claims; makes mo ons to clients; provide ality and timeliness mo Administration (ETA perform assigned di etive services.	provides ita using ssments igned du e and job der provi n in comp nts. Adju nd provid ulti-claima es writter netrics as handbo uties. Util accepts	and ties. o place sion pliane dication definion definion definion ant definion ant definion ant definion ant definion ant definion ant definion ant definion ant definion ant definion ant definion and definion appe	ommen mated s recomr Utilizes cement of Uner ce with tes mor ligibility ecisions ermination As direct Spanis	dations systems nendati Spanis functior mploym Federal netary a determ s; inves ions; mo the U.S the U.S the J.S the J.S	to addre s; mainta ons. As in langua as and u ent Insu and Sta nd nonn inations tigates, eets and . Depart vels to v age to a siders a	ess er ins a direct age to nemp rance ate sta nonet for c resea l/or e ssist	nployme ctivity re- ted, trav o assist oloymen a, Wagn atutory ary ben omplex irches a kceeds t of Labo ites in the clients v	ent and ecords rels to clients t er- efit or nd the vho
50 /6	monetary and no client rights and assist clients wh	on-mor respor o requ	netary issues pertaini nsibilities as they perf est or need interpreti	ng to the ain to be ve servio	Illino nefit es.	ois Unei prograi	mploym ms. Utili	ent Insu zes Spa	irance anish	e Act; ex languag	cplains le to
10%	suitable job oper clients with infor placements. As who request or r	b interv nings a mation directe need in	views and/or to partn is listed in job order r regarding selected j d, travels to perform terpretive services.	er agenc ecords o obs and j these du	ies fo r ava job ir ties.	or additi nilable tl nterview Utilizes	onal en hrough ving pro Spanis	nployme automat cedures h langu	nt sei ed file ; verif	rvices; s es; provi ies and o assist	elects ides records clients
			E SUPERVISOR SIGNAT				SIGNAT				DATE
y an	ul fonde		and a second second second second second second second second second second second second second second second s		10	pre	- Je	an	أعج	03/2	22/2019
15-104 (Rev 10/ May	94) L 401-0794 Jej 4=29-19	М БҮ:	IAR 2 8 2019								

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16. (CONTINUE	D)		ACCURATE STATEMENT OF POSITION	FSSENT	AL ELINCTIONS (Continued)
<u>% OF TIME</u> 10%	<u>4.</u>	Determines client recommendations to referring employ	Unemployment Insurance and/or W to address employment and unemp	/agner-F bloymer ss Serv	Peyser related needs and provides It related issues, including but not limited ices, identifying barriers to employment
05%	5.	pending adjudicati cases. Loads and including but not lin (IBIS) and GenTax inquiries to superv	on report in order to maintain timelin extracts data related to job placeme mited to the IL Labor Exchange sys c. Evaluates and reports computer e	ness in ents and item, the errors of iciency a	ws individual caseload activity on the the completion of pending adjudication d/or claims using automated systems e Illinois Benefit Information System r deficiencies discovered in analysis of assessments and recommendations.
05%	6.	Performs other dut enumerated above		are reas	onably within the scope of the duties
17. POSITIO	N TITLE A	AND NUMBER OF IM	MEDIATE SUPERVISOR (Responsible	for assig	ning and reviewing work, preparing,
		ning performance evail of this position.)	luations; effectively recommending and	imposin	g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Security	Field Office Superv	visor 13600-44-54-107-20-01		
SUPE	RVISOR upervisc me perce	ory or lead worker res entage(s) allotted.			
headcoun		• •			
	Positior	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
				<u> </u>	
PERFORI ABILITIES	MANCE (S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	INECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND IE PHRASE "SAME AS SPECIFICATION"
background i employee wit or operation. finding of fac with employe payment or n inappropriate work history spreadsheets	in the so th IDES; Require ts, test in ers and c ion-payn work se informat s, databa e Spani	cial / behavioral scie or five years profes is thorough knowled interpretation, and vo- ilients; organize and nent of claimant ben earch efforts; write c ion and to use a per ase management, el	ences or business/personnel admin sional experience in personnel adm ge of the provisions of the Illinois U ocational counseling techniques. Re analyze pertinent information to pr refits; determine an appropriate wor learly and concisely to record bene sonal computer with related softwa lectronic mail and internet. Require	istration ninistrati nemplo equires ovide for rk searc fit deter re progres the al	the ability to effectively communicate

b.

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES POSITION DESCRIPTION

1. POSITION TIT	LE	WOF	KING TITLE (IF ANY)	BILINGUAL	POSITION TIT OPTION COD	LE 2. POS	ITION NU	MBER		
Existing Position						-				
New/Revised Position										
Employment S				29	SS	13667	′-44-54- [,]	107-4	1-31	
Service Repre	esentative					5. EXMT	6. WORK	7. A/I	T	9, OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE
Existing Position										
New/Revised Position			Service Delivery/ Fi	eld Oper	ations	0	045	Y	R	
10. SECTION	t of Employment Security		11. UNIT			-	SACTION		3. EFFECTIV	E DATE
Existing Position	·····					CODE				· · · ·
Executing Footion									02/16/	/2019
New/Revised Position			<u> </u>			┥				
Northern Regi	on/ North Aurora Local Off	ïce	Service Unit II				21 ESTAE		E CHANG	E
14. WORK LOCA			15. BARGAINING/TERM		Rutar Exem		24 POSIT		MBER CH	ANGE
Existing Position			15. DARGAINING/TERIV	ICODE	E.M.		27 ADDIT	IONAL		
1							28 WORK		TY CHANG	E
New/Revised Position	· · · · · · · · · · · · · · · · · · ·						49 DOWN	WARD		
North Aurora,	IL		RC062		N		50 LATER 58 UPWA			
% OF TIME	16. COMPLETE CURRENT					SSENTIAL	FUNCTI	ONS		
	Under general direction, t									
	placement functions and									· •
	Unemployment Insurance									ederal
	and State statutory provis Insurance and/or Wagner									ont and
	unemployment related is									
	and prepares reports; ma									
	worksites in the service d									
	who request or need inter			.g.100 00		.co opune		.go ((en en te
40%	1. Performs more c									
			ment resolutions und							er-
			nvestment legislation							
			tions and requirement							
			ing, investigating, an ed claims; makes mu							
			ns to clients; provide							
			lity and timeliness m							
			Administration (ETA							
	service delivery a	area to	perform assigned du							
	request or need i	nterpre	tive services.							
0.001	0 0	ا معد ا	dotormination				aidar	nd - 1	- +- مالم	_
30%	2. Conducts recons		determinations and a etary issues pertainir							
			sibilities as they pertaining							
			st or need interpretiv				000			
	200.00 Shorito With									
10%	3. Interviews job se									
			iews and/or to partne							
			s listed in job order re							
			regarding selected jo							
			l, travels to perform t erpretive services.	nese au	ies. Utiliz	es opanis	mangua	iye to	assist (hents
DIRECTOR OR C			SUPERVISOR SIGNATI	JRE A	GENCY HE	AD SIGNAT	URE			ATE
	mil mile				thom	asch	an			
	() 27	<u> </u>		- (- (ke	s Ja	m		03/2	2/2019
MS-104 (Rev. 10/9	4) 11 401-0794 Dyrs 5-1-19	19		- 1						
HAINIVI	D-1-19		MAY 0 1 2019	1 * 						
i gui a	- Juo	L H		·)						
-		BY	• •							

16. (CONTINUE			
% OF TIME		DACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%			/agner-Peyser related needs and provides
	recommendations to referring employ	to address employment and unemployment	ployment related issues, including but not limited ss Services, identifying barriers to employment
05%	pending adjudicati cases. Loads and including but not lin (IBIS) and GenTax inquiries to superv	on report in order to maintain timeli extracts data related to job placeme mited to the IL Labor Exchange sys c. Evaluates and reports computer e	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems stem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.
05%	6. Performs other du enumerated above		are reasonably within the scope of the duties
conductin	N TITLE AND NUMBER OF IM g and signing performance eval cumbent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Superv	risor 13600-44-54-107-40-01	
18. CHECK T	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
	RVISOR OR 🗍 LEAD V	VORKER	
		VORKER	
NOTE: S	upervisory or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
		title, position number, and number of si	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	1 OSMOIT HILE	r contorr runnber	
		· · · · · · · · · · · · · · · · · · ·	
PERFOR	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
CAN NO	LONGER BE USED.		
Poquiros kor	woday, skill and montal day	clopmont on unclone to the comple	tion of four voors of college with coordomic
			tion of four years of college with academic istration and one year as a full-time professional
			inistration, or business ownership management
			nemployment Insurance Act; interviewing,
			equires the ability to effectively communicate
with employe	ers and clients; organize and	analyze pertinent information to pro	ovide for the determination of appropriate
			k search plan for the client and identification of
			fit determinations employer job orders and client
NOFK DISTORY	information and to use a pers	sonal computer with related software extremely and internet. Require	re programs such as word processing and s the ability to travel. Requires ability to speak
and write th	e Spanish language at a co	bloguial skill level in carrying out	t position duties in conjunction with Spanish
speaking cli		1	· · · · · · · · · · · · · · · · · · ·

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1. POSITION TITL	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION OPTION		2. POSI	TION NU	MBER		
Existing Position										
New/Revised Position										
Employment S			29	SS	s	13667	-44-55-1	108-2	1-31	
Service Repre 3. AGENCY	sentative	4. BUREAU/ DIVISION				5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
Existing Position						CODE	COUNTY	AUTH		USE
New/Revised Position	of Employment Security	Service Delivery/ Fig	eld Opera	ations		0	072	Y	R	
10. SECTION		11. UNIT				12. TRAN CODE	SACTION	13	B. EFFECTIV	E DATE
Existing Position	· _ · _ · _ · · · · · · · · · · ·								02/16/	2019
New/Revised Position	nion/ Boorio Local Office	Service Unit I					21 ESTAB			_
Nonnwest Reg	gion/ Peoria Local Office			R	Rutan	_	22 EXEMI 24 POSIT			
14. WORK LOCA	TION	15. BARGAINING/TERM	CODE	E	xempt		26 CLARI 27 ADDIT			CHANGE
Existing Position							28 WORK	COUN		
New/Revised Position	······					MC1	21 ABOLI 49 DOWN	WARD		
Peoria, IL		RC062			N		50 LATER 58 UPWA			
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PC	SITION	N ESSE	INTIAL	FUNCTI	ONS		
	Under general direction.	for an assigned area, perfor	ms more	e compl	lex em	nploym	ent serv	ice ar	nd job	
	placement functions and	unemployment insurance b	enefit en	titleme	ent reso	olution	s under	provis	sion of	
	Unemployment Insurance	e, Wagner-Peyser and Wor	kforce In	vestme	ent legi	islation	in com	plianc	e with F	ederal
	and State statutory provision	sions, rules, regulations and r-Peyser related needs and	requirei	nenis,	aeterr	lations	to addre	enthi	nolovm	ent and
	unemployment related is	sues; loads and extracts da	ta using	automa	ated sv	vstems	: mainta	ins a	ctivity re	cords
	and prepares reports: ma	akes service efficiency asse	ssments	and re	comm	endati	ons. As	direct	ed, trav	els to
	worksites in the service of	lelivery area to perform ass	igned du	ties. Ut	tilizes	Spanis	h langu	age to	o assist	clients
	who request or need inte	rpretive services.								
			and in b		mont f	unction	e and u	nomn	lovmon	+
40%	1. Performs more c	omplex employment service t entitlement resolutions une	e and job der provi	sion of	Unem	niovm	ent Insu	rance	Wagn	er-
	Peyser and Wor	cforce Investment legislation	n in com	oliance	with F	ederal	and Sta	ate sta	atutory	•••
	provisions, rules	regulations and requireme	nts. Adju	dicates	s mone	etary a	nd nonn	noneta	ary ben	efit
	claims issues, in	terviewing, investigating, ar	d provid	ing elig	ibility (determ	inations	for c	omplex	or
	unique initial or o	continued claims; makes mu	ulti-claima	ant dec	cisions	; inves	tigates,	resea	rches a	nd
	explains case dis	spositions to clients, provide ed quality and timeliness m	es writter	detern	minatic	ons; me	Denart	l/or e) ment	oflaho	r
	federally mandai	raining Administration (ETA) handhr	ok As	direct	red tra	vels to v	vorksi	ites in th	ne
	service delivery	area to perform assigned du	uties. Util	lizes Sr	panish	langu	age to a	ssist	clients v	vho
	request or need	interpretive services.		•		Ŭ	•			
	·									
30%	2. Conducts recons	sidered determinations and	accepts	appeals	s; hea	rs, con	siders a	ind ad		es Inlaine
	monetary and no	on-monetary issues pertaini responsibilities as they pert	ng to tne ain to he	nefit nr	rogram	npioym ne Eltili	zes Sna	nance	ianguag	le to
	Client rights and	o request or need interpreti	ve servic	es.	logran	13. Util			unguug	
10%	3. Interviews job se	ekers, taking or updating w	ork histo	ry; ass	esses	client	skills an	d refe	rs clien	ts to
	employers for io	b interviews and/or to partne	er agenc	ies for a	additic	onal en	nployme	nt sei	vices; s	elects
	suitable job oper	nings as listed in job order r	ecords o	r availa	able th	rough	automat		es; prov	ides records
	clients with infor	mation regarding selected judirected, travels to perform	these du	itipe I It	tilizos	ng pro Snanis	h langu	, veni ane to	assist	clients
		need interpretive services.	uiese uu	ues. 01	111265	opanie	manga	ugo n		onorne
DIRECTOR OF C		MEDIATE SUPERVISOR SIGNAT		GENCY					[DATE
			· [`	the	ma	2-Ch	an	ا ت	03/	22/2019
	And orde		, <u> </u>	<u></u>	4	0		. 1		-
CMS-104 (Rev. 10)		MAR 2 8 2019								
INM Mayn	1 424-19		,							
U		EY:								

16. (CONTINUE	D)		
% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMENT OF POSITION E	SSENTIAL FUNCTIONS (Continued)
10%	recommendations to referring employ	to address employment and unemplo	gner-Peyser related needs and provides oyment related issues, including but not limited s Services, identifying barriers to employment cation programs.
05%	pending adjudicati cases. Loads and including but not li (IBIS) and GenTati inquiries to superv	ion report in order to maintain timeline extracts data related to job placemen mited to the IL Labor Exchange syste x. Evaluates and reports computer en	Reviews individual caseload activity on the ess in the completion of pending adjudication hts and/or claims using automated systems em, the Illinois Benefit Information System rors or deficiencies discovered in analysis of iency assessments and recommendations.
05%	enumerated above	e.	e reasonably within the scope of the duties
conductin			or assigning and reviewing work, preparing, nposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Super-	visor 13600-44-55-108-20-01	
18. CHECK TH	E APPROPRIATE BOX IF TH	IS POSITION IS A:	
		WORKER	
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a d title, position number, and number of sub	letailed duty statement(s) with a
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFORI ABILITIES	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE A	ATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND DS, THE PHRASE "SAME AS SPECIFICATION"
background i employee wil or operation. finding of fac with employe payment or n inappropriate work history spreadsheets	n the social / behavioral scie h IDES; or five years profes Requires thorough knowled ts, test interpretation, and vo rs and clients; organize and on-payment of claimant ber work search efforts; write c nformation and to use a per s, database management, e e Spanish language at a c	ences or business/personnel administ sional experience in personnel admir lge of the provisions of the Illinois Une ocational counseling techniques. Rec l analyze pertinent information to prov hefits; determine an appropriate work learly and concisely to record benefit sonal computer with related software lectronic mail and internet. Requires	on of four years of college with academic tration and one year as a full-time professional histration, or business ownership management employment Insurance Act; interviewing, quires the ability to effectively communicate vide for the determination of appropriate search plan for the client and identification of determinations employer job orders and client programs such as word processing and the ability to travel. Requires ability to speak position duties in conjunction with Spanish

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1. POSITION TIT	TLE	W	ORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position	· · · · · · · · · · · · · · · · · · ·									
New/Revised Position	Security Specialist 1		· · · ·	29	SS	1367 13671	71-44-40	-200-	20-31	
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position					ų					11/16/22 - PNC
New/Revised Position								1	-	
	t of Employment Securi	ity	Business Services			0	072	Y	R	
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	1	3. EFFECTIV	'E DATE
Existing Position									02/16/	/2019
New/Revised Position			Migrant and Seasonal	Farm Wo	rker					
Intra-Agency	Coordination		(MSFW) Program				21 ESTAB 22 EXEM		E CHANGE	E
14. WORK LOCA			15. BARGAINING/TERM CC	DE	Rutan Exempt		24 POSIT		MBER CHA	ANGE
Existing Position						🗖 мсо	27 ADDIT	IONAL		
							28 WORK		TY CHANG	E
New/Revised Position			RC062		N		49 DOWN 50 LATER			
Peoria, IL							58 UPWA	RD REA		
% OF TIME	16. COMPLETE CURRE	ENT AN	ID ACCURATE STATEME	NT OF PO	SITION ESS	ENTIAL	FUNCTI	ONS		
	Agricultural Workers (conduct frequent field contract compliance. I and services; provide Establishes and main reports. Attends comr	H-2B) visits Provide s inforr tains v nunity	I-2A Temporary Agricultu program for the Illinois E to working and living are es assistance and guida mation and referrals for s arious reports; maintains and hiring events. Make . Utilizes Spanish langua	Departme as to offe nce to co services r s and moi s recomn	nt of Emplo er and verify mmunity ar elated to M nitors files; nendations	yment S employ d State SFW, H develop for prog	Security ment se agencie -2A and s syster ram imp	(IDES ervice es. Er H-2E ns to prover	S). Trave s and jo ters job 8 progra organize ments to	els to b orders ms. e
25%	program, H-2 Agricultural W pertaining to I other interest H-2A and H-2 to temporary	A Tem /orkers MSFW ed part B prog worker	n and guidance concerni porary Agricultural Work s (H-2B) program for IDE , H-2A and H-2B program ties. Provides information gram services and resou rs, including but not limite lients who request or ne	ers (H-2/ S. Explains to em and ass rces and ed to food	A) program ins rules, re ployers, em sistance to r other state d stamps ar	and H-2 gulation ployees notify ind and/or f and/or f	B Temp ns, polici s, comm dividuals federal a	orary es an unity of av assist	Non- d proce groups vailable ance av	dures and MSFW, ailable
20%	workers and o compliance; o federal guidel	other m onduc ines. C	requent field visits to wo nigrant workers to offer a ts random field checks a Coordinates and execute equest or need interpretiv	ind verify ind housi s field-wo	employmen ng inspection ork screenir	nt servio ons in a	ces and j dherenc	job co e to re	ontract elated st	tate and
15%	2B programs inquiries via e of state and fe	by exp mail, i ederal	and guidance to commu plaining program rules, re n person, by phone and/ guidelines related to the lients who request or ne	egulations or during MSFW, I	s, policies a field visits. H-2A and H	nd proc Review -2B pro	edures. /s and pi	Resp ovide	onds to es interp	retation
15%	maintains var complaints fro and makes re	ious re om em comm	ssing, spreadsheet and e ports, including but not I ployers, employees and endations for program in	imited to other inten nproveme	reports of c erested part ents to state	outreach ies. Pre ewide M	activitie pares re onitor A	es, an eports	d logs from fir ate.	ndings
	CMS SIGNATURE	IMMED	IATE SUPERVISOR SIGNATI					-		ATE
		•	<u>2 2 2010</u>				<u>'''</u>	-	02/2	2/2019
CM9-104 (Rev 10	1/94) IL 401-0794						•	*		
wy my	no sour		- 4 							

% OF TIME	D)		
	16. COMPLETE CURRENT AN	ID ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	Seasonal Farm V Non-Agricultural \ organize related r H-2B programs to	Vorker (MSFW), H-2A Temporary Ag Workers (H-2B) programs; maintains reports. Provides information and re	orders and services relevant to Migrant and gricultural Workers (H-2A) and H-2B Temporary s and monitors related files; develops systems to ferrals for services related to MSFW, H-2A and groups and other interested parties. Utilizes ed interpretive services.
10%	programs, includi Department of Er	ng but not limited to employer orient nployment Security (IDES) employm m services. Utilizes Spanish languag	ents eligible for MSFW, H-2A and H-2B cations. Provides information to promote Illinois ment related services and unemployment ge to assist clients who request or need
05%	 Performs other de enumerated abov 		are reasonably within the scope of the duties
conducting	and signing performance eva	IMEDIATE SUPERVISOR (Responsible aluations; effectively recommending and	for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
	umbent of this position.) 5-44-40-200-20-31		WORKING TITLE (IF ANY)
	44-40-220-00-31		
	E APPROPRIATE BOX IF TH		
tin	upervisory or lead worker re ne percentage(s) allotted. as checked above, list positior	WORKER esponsibilities <u>must</u> be described in a n title, position number, and number of s	a detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
			· · · · · · · · · · · · · · · · · · ·
PERFORM ABILITIES	IANCE OF THE WORK OF T	HIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"

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Existing Position			ORKING TITLE (IF ANY)	CODE	POSITION TITLE OPTION CODE	2. POS				
Existing Position				1						
New/Revised Position						136	71-44-4(0-200	-20-32	
	Security Specialist 1			29	SS	13671 5. EXMT	-44-40-2	220-3		9. OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE 11/16/22 - P
Existing Position										11/10/22 - P
New/Revised Position	t of Employment Securi	it.	Business Services			0	010	Y	R	
10. SECTION		ity	11. UNIT				ISACTION	1	3. EFFECTIN	VE DATE
Existing Position						CODE				
									02/16	/2019
New/Revised Position			Migrant and Seasonal	Farm Wo	orker		21 ESTAE	и ISH		
Intra-Agency (Coordination		(MSFW) Program			🗆 мсо	22 EXEM	PT COD		
4. WORK LOCA	TION		15. BARGAINING/TERM C	ODE	Rutan Exempt		24 POSIT		MBER CH	ANGE
existing Position							27 ADDIT			
							21 ABOLI	SH		
New/Revised Position			RC062		N		49 DOWN 50 LATER	IWARD RAL RE/	REALLOC	ATION ON
Champaign, IL			D ACCURATE STATEME			☐ MC1	58 UPWA	RD RE/		
% OF TIME			DACCURATE STATEWE		STIUNES		FUNCT	UNS		
			es assistance and guida nation and referrals for	services r	elated to M	SFW, H	-2A and	H-2E	3 progra	ms.
	Establishes and main reports. Attends com	nunity a	arious reports; maintain and hiring events. Make Utilizes Spanish langu	es recomm	nendations	for prog	iram imp	orover	ments to)
25%	Establishes and main reports. Attends comm statewide Monitor Adv services. 1. Provides infor program, H-2, Agricultural W pertaining to I other intereste H-2A and H-2 to temporary	nunity a vocate. mation A Tem /orkers MSFW ed part B prog workers	and hiring events. Make	es recomm age to ass ing the Mi kers (H-2A ES. Explai ims to em n and ass irces and ed to food	grant and S grant and S A) program ins rules, re ployers, en sistance to f other state I stamps ar	for prog who required and H-2 gulation aployees notify ind and/or f and Medic	al Farm N B Farm N B Temp Is, polici Is, comm dividuals federal a	Worke borary es an unity s of av	er (MSF Non- d proce groups vailable ance av	o ive W) dures and MSFV ailable
25%	Establishes and main reports. Attends comm statewide Monitor Adv services. 1. Provides infor program, H-2, Agricultural W pertaining to f other intereste H-2A and H-2 to temporary w language to a 2. Travels to corr workers and c compliance; c federal guidel	nunity a vocate. vocate. A Tem /orkers MSFW ed part B prog worker ssist cl nduct fr other m conduct ines. C	and hiring events. Make Utilizes Spanish langu and guidance concern porary Agricultural Work (H-2B) program for IDI (H-2A and H-2B progra ies. Provides informatic gram services and resou s, including but not limit	es recommage to ass ing the Mi kers (H-2A ES. Explai ims to em n and ass irces and ed to food ed interpr orking and and verify and housing es field-woo	grant and S arrow of the second arrow of the s	for prog who required and H-2 gulation ployees notify ind and/or f and Medic ces. s of farm nt servic ons in ac	al Farm M 2B Temp 1s, polici 1s, comm dividuals federal a care. Uti n worker ces and j dherence	Worke worke oorary es an unity s of a assist lizes rs and job co e to re	er (MSF v Non- id proce groups vailable ance av Spanish d/or agri ontract elated s	o ive dures and MSFV ailable cultura tate ar
	Establishes and main reports. Attends comm statewide Monitor Adv services. 1. Provides infor program, H-2, Agricultural W pertaining to N other intereste H-2A and H-2 to temporary v language to a 2. Travels to cor workers and c compliance; c federal guidel assist clients 2B programs inquiries via e of state and fe	nunity a vocate. A Tem /orkers WSFW ed part B prog workers ssist cl nduct fr bther m conduct ines. C who re stance by exp mail, ir ederal g	and hiring events. Make Utilizes Spanish langu and guidance concern porary Agricultural Work (H-2B) program for IDE , H-2A and H-2B progra ies. Provides information ram services and resound in the services and resound in the services and resound in the services and resound is including but not limit lients who request or ne requent field visits to work igrant workers to offer a ts random field checks a coordinates and executed	es recommage to ass ing the Mit kers (H-2A ES. Explai ims to em n and ass inces and ed to food ed interpr wrking and and verify and housii es field-wo ve service unity and egulations /or during MSFW, I	grant and S grant and S A) program ins rules, re ployers, en istance to r other state I stamps ar retive service I stamps ar retive service I stamps ar retive service I stamps ar retive service State agen s, policies a field visits. H-2A and H	for prog who requisive and H-2 gulation aployees notify ind and/or f and Medic ces. s of farm nt servic cons in action and servic cons in action and proc Review I-2B pro	al Farm M B Farm M B Temp is, polici s, comm dividuals federal a care. Uti m worker care. Uti dherence izes Spa garding M edures. s and pr	Worke porary es an unity s of ava assist lizes rs and job co e to re anish MSFW Resp rovide	er (MSF v Non- od proce groups vailable ance av Spanish d/or agri pontract elated s languag V, H-2A onds to es interp	w) dures and MSFV ailable cultura tate an le to and H retatic
20% 15% 15%	 Establishes and maintreports. Attends commistatewide Monitor Adviservices. 1. Provides inforrigo program, H-2, Agricultural Wiservices. 1. Provides inforrigo program, H-2, Agricultural Wiservices. 1. Provides inforrigo program, H-2, Agricultural Wiservices. 2. Travels to compliance of the temporary wiservices. 3. Provides assist clients wise of state and feal anguage to a state anguage to a state anguag	nunity a vocate. vocate. A Temp /orkers MSFW. ed part B prog worker ssist cl bduct fr bother m conduct ines. C who re stance by exp mail, ir ederal g ssist cl proces ious re proces ious re commo	and hiring events. Make Utilizes Spanish langu and guidance concern porary Agricultural Work (H-2B) program for IDF (H-2A and H-2B progra ies. Provides information ram services and resound in the services and resound in the services and resound in the services and resound requent field visits to work in the services and executed and guidance to communication of the second in the services and executed quest or need interpretion and guidance to communication of the second in the services and executed quest or need interpretion and guidance to communication of the second in the services and executed guidelines related to the lients who request or need second second of the second guidelines related to the second second of the second of the second of the second second of the second of the second second of the second of the second second of the second of the second second of the second of the second second of the second of the second of the second second of the second of the second of the second second of the second of the second of the second second of the second of the second of the second second of the second of the second of the second of the second of the second of the second of the second of th	es recommage to ass ing the Mit kers (H-2A ES. Explain ms to em- n and ass inces and ed to food eed interpr orking and and verify and housin es field-wo ve service unity and egulations /or during e MSFW, H eed interpr database limited to other inter mproveme	grant and S and sist clients we grant and S by program ins rules, re- ployers, en- sistance to ro- other state d stamps are retive service living area employme inspection ork screening s, policies a field visits. H-2A and H retive service management reports of co- erested part ents to state	for prog who required and H-2 gulation aployees notify ind and/or f and Medic ces. s of farm and servic ons in ac angs. Utili cies reg nd proc Review l-2B pro ces ent softwo butreach ies. Pre ewide M	al Farm M 2B Temp as, polici s, comm dividuals federal a care. Uti m worker care. Uti an worker care. Spa dherence zes Spa garding M edures. s and pr grams. U vare, est activitie pares re onitor A	Vorke oorary es an unity s of av assist lizes rs and job co e to ro anish MSFV Resp ovide Utilize	ments to interpret v Non- id proce groups vailable ance av Spanish d/or agri patted s languag V, H-2A iontract elated s languag V, H-2A ionds to es Span hes and d logs is from fin ate.	o ive W) dures and MSFW ailable cultura tate ar le to and H- retatio ish
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16. (CONTINUE	D)		
% OF TIME		DACCURATE STATEMENT OF POSITIO	N ESSENTIAL FUNCTIONS (Continued)
10%	Seasonal Farm W Non-Agricultural V organize related r H-2B programs to	/orker (MSFW), H-2A Temporary A Norkers (H-2B) programs; maintair eports. Provides information and re	o orders and services relevant to Migrant and Agricultural Workers (H-2A) and H-2B Tempor is and monitors related files; develops system eferrals for services related to MSFW, H-2A a by groups and other interested parties. Utilizes eed interpretive services.
10%	programs, includir Department of En	ng but not limited to employer orier nployment Security (IDES) employ n services. Utilizes Spanish langua	ients eligible for MSFW, H-2A and H-2B ntations. Provides information to promote Illino ment related services and unemployment age to assist clients who request or need
05%	 Performs other du enumerated abov 		are reasonably within the scope of the duties
			e for assigning and reviewing work, preparing,
conducting	g and signing performance eva umbent of this position.)	aluations; effectively recommending an	e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grieva
3701	5-44-40-200-20-31		WORKING TITLE (IF ANY)
PSA 37015	-44-40-220-00-31		
NOTE: S	upervisory or lead worker re me percentage(s) allotted. as checked above, list position	WORKER sponsibilities <u>must</u> be described in title, position number, and number of	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacan
N/A			
		·····	
PERFORM ABILITIES	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THER	FICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS A ARDS, THE PHRASE "SAME AS SPECIFICATION
the social sci at the profess systems in ar effectively co prepare repo	ences; or requires four year sional level. Requires working ea of responsibility, includir mmunicate ideas, both oral rts using narrative and/or st	rs of work experience in program re ng knowledge of IDES bureau prog ng but not limited to the Illinois Lab ly and in written form; organize and atistical formats; and to use a pers	etion of four years college with major courses esearch evaluation or design with two of the y grams, service goals, activities and operationa or Exchange system. Requires the ability to d analyze pertinent data and/or information ar onal computer with related software program ase management software. Requires ability to

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1. POSITION TIT	ΊLE		w W	ORKING TITLE (IF ANY)	BILINGUAL	POSITION TIT OPTION COL		ITION NU	MBER		
Existing Position											
New/Revised Position					29	SS	136	71-44-40	-200-	20-33	
Employment S	Security S	Specialist 1		4. BUREAU/ DIVISION	29	33	4 367 4	44-40-22	20-40-	1	9. OFFICE
3. AGENCY Existing Position				4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE
								041			05/16/2019 - update to
New/Revised Position	t of Empl	loyment Securi	itv	Business Services			0	082	Y	R	county 11/16/22 - PNC
10. SECTION			<u> </u>	11. UNIT			12. TRAN CODE	SACTION	' <u></u> 1	3. EFFECTIV	E DATE
Existing Position					, c					00/40	10040
										02/16	2019
New/Revised Position		A ¹		Migrant and Seasonal Farm Worker				21 ESTAE	ISH		
Intra-Agency	Coordina	tion		(MSFW) Program		Rutar		22 EXEM			
14. WORK LOCA	TION			15. BARGAINING/TERM CO	DDE	Exem		26 CLARI	FY		
Existing Position								27 ADDIT			
New/Revised Position								21 ABOLI	SH		
Mount Vernon		Belleville, IL		RC062		N		50 LATER	RAL REA	ALLOCATIO	N
% OF TIME			ENT AN	I ID ACCURATE STATEME		I DSITION E				ALLOCATIO	N
				provides information and I-2A Temporary Agricultu							
				program for the Illinois E							
	conduc	t frequent field	visits	to working and living are	as to off	er and vei	ify emplo	yment se	rvice	s and jo	b
				es assistance and guida							
				mation and referrals for s arious reports; maintains							
				and hiring events. Make							
				Utilizes Spanish langua							
	services	s.									
25%	1	Brovidos info	mation	n and guidance concerni	na tha M	iarant and	Socon		Morke		A /\
25%	1.			porary Agricultural Work							vv)
				(H-2B) program for IDE							dures
				, H-2A and H-2B program							
				ties. Provides information gram services and resou							
				rs, including but not limite							
				lients who request or ne						opariior	
				-							
20%	2.			requent field visits to wo							cultural
				nigrant workers to offer a ts random field checks a							tate and
				Coordinates and execute							
		assist clients	who re	equest or need interpretiv	ve servic	es.	•	-			
4.504		D. idea and			•	01-1	•				
15%	3.			and guidance to community and guidance to community program rules, re							
-				n person, by phone and/							
				guidelines related to the							
		language to a	ssist c	lients who request or ne	ed interp	retive ser	vices				
15%		4; ;=:========		aling anneadabat and		mence	nort - f		hah!'-'		
13%	4.			ssing, spreadsheet and (ports, including but not l							
				ployers, employees and							ndings
		and makes re	comm	endations for program in	nprovem	ents to sta	atewide N	onitor A		ate.	•
DIRECTOR OF C	MS SIGNA	TURE	IMMED	IATE SUPERVISOR SIGNATI		GENCY HE	AD SIGNAT	URE			ATE
1"	Inc	27		MAD 2 6 2019		-1-	Ken D	₩ fêy	4	02/2	2/2019
CMS 104 (Ray 10/	/94/ IL 401	-0794		MAR LU LUIS	L/		•				
QUU 1144	vs 3.	2611			L/						
, ,											

16. (CONTINUE			
% OF TIME	16. COMPLETE CURRENT AND	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	Seasonal Farm We Non-Agricultural W organize related re H-2B programs to	orker (MSFW), H-2A Temporary Ag /orkers (H-2B) programs; maintains eports. Provides information and ref	orders and services relevant to Migrant and gricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to ferrals for services related to MSFW, H-2A and groups and other interested parties. Utilizes and interpretive services.
10%	programs, includin Department of Em	g but not limited to employer orient ployment Security (IDES) employm a services. Utilizes Spanish languag	ents eligible for MSFW, H-2A and H-2B ations. Provides information to promote Illinois tent related services and unemployment ge to assist clients who request or need
05%	 Performs other dut enumerated above 		are reasonably within the scope of the duties
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
	-44-40-200-20-31		WORKING TITLE (IF ANY)
PSA 37015	-44-40-220-00-31		
18. CHECK TH	E APPROPRIATE BOX IF TH	IS POSITION IS A:	
	RVISOR OR LEAD V	VORKER	
NOTE: S	upervisory or lead worker res	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
		title, position number, and number of s	ubordinate incumbents or authorized funded
neadcoun	-		
N/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies
		(
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno the social sci at the profess systems in an effectively co prepare repo including but speak and wr	wledge, skill and mental devences; or requires four years sional level. Requires workin ea of responsibility, includin mmunicate ideas, both orally rts using narrative and/or sta not limited to email, word pr ite the Spanish language at	s of work experience in program res og knowledge of IDES bureau progr g but not limited to the Illinois Labo y and in written form; organize and atistical formats; and to use a perso ocessing, spreadsheet and databas	tion of four years college with major courses in search evaluation or design with two of the years ams, service goals, activities and operational r Exchange system. Requires the ability to analyze pertinent data and/or information and onal computer with related software programs, se management software. Requires ability to ut position duties in conjunction with Spanish e. Requires ability to travel.

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Existing Position	ïLE	V	ORKING TITLE (IF ANY)	CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER						
New/Revised Position	Security Specialist 1			29	SS	1367	7 1-44-4(44-40-22()-20	0-20-3	5		
3. AGENCY	becanty openalist	Ť	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/	1	τŢ		
Existing Position										İ		
New/Revised Position			Ducinese Convises				0.45	2	┥╻			
	t of Employment Securi	ity	Business Services				0 045 2 R					
10. SECTION			11. UNIT									
Existing Position									02/01/2020			
New/Revised Position			Migrant and Season	al Farm Wo	orkers			Ľ				
Intra-Agency	Coordination		(MSFW) Program			_ 🗖 мсо	21 ESTAE 22 EXEM	PT CC				
14. WORK LOCA	TION						24 POSIT 26 CLARI		UMBER	СНА		
Existing Position		-					27 ADDIT 28 WORK					
							21 ABOLI	SH				
New/Revised Position North Aurora,	11		RC062	2	N	MC1	49 DOWN 50 LATER	RAL RI	EALLOCA	TIO		
% OF TIME	16, COMPLETE CURRE	ENT AN	D ACCURATE STATEN		I SITION ESS		58 UPWA					
	Establishes and main reports. Attends com statewide Monitor Adv	nunity a				for prog	ram imp	rove				
25%	services. 1. Provides infor program, H-2/ Agricultural W pertaining to N other interesto H-2A and H-2	rmation A Temp Vorkers WSFW, ed parti 2B prog	Utilizes Spanish lang and guidance concer- porary Agricultural Wo (H-2B) program for II H-2A and H-2B prog- es. Provides informat ram services and reso	rning the Mi orkers (H-2A DES. Expla rams to em tion and ass ources and	grant and S) program ins rules, re ployers, em istance to r other state	easona and H-2 gulation ployees notify inc and/or f	l Farm V B Temp Is, polici , comm dividuals ederal a	Vork orar es a unity of a issis	ers (M y Non- nd proo y group availab tance a	SF Sed s a le N		
25%	 Services. Provides infor program, H-2/ Agricultural W pertaining to N other intereste H-2A and H-2 temporary wo to assist clien Travels to cor workers and c compliance; c federal guidel 	rmation A Temp Vorkers WSFW, ed parti 2B progi rkers, in ts who nduct fro other m conducts ines. Co	and guidance concer oorary Agricultural Wo (H-2B) program for II H-2A and H-2B prog es. Provides informat	rning the Mi brkers (H-2A DES. Expla rams to emp tion and ass ources and ed to food si pretive serv vorking and r and verify s and housin ites field-wo	grant and S) program ins rules, re- ployers, em- sistance to r other state tamps and r ices. living area employme ng inspectio ork screening	easonal and H-2 gulation ployees notify inc and/or fe Medicare s of farm nt servic ons in ad	I Farm V B Temp Is, polici , commu dividuals ederal a e. Utilize n worker es and j Iherence	Vork orar es a unity of a ssis es Sp s an ob c e to	ers (M y Non- or group availab tance a panish d/or ag ontrac related	s FV ced s a le N vai lan		
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20% 15% 15%	 services. Provides infor program, H-2/ Agricultural W pertaining to N other intereste H-2A and H-2 temporary wo to assist clien Travels to cor workers and c compliance; c federal guidel assist clients Provides assi H-2B program inquiries via e of state and fe language to a Utilizing word maintains var complaints fro and makes re 	rmation A Temp Vorkers WSFW, ed parti 28 prog wrkers, in ts who aduct fro- bother m conducts ines. Co who reco stance as by ex- email, in ederal g issist cli proces ious rep om emp ecomme	and guidance concer- borary Agricultural Wo (H-2B) program for II H-2A and H-2B prog- es. Provides informat ram services and reso ncluding but not limite request or need interp equent field visits to w igrant workers to offer s random field checks oordinates and execu- quest or need interpre- and guidance to com plaining program rule person, by phone an guidelines related to the ients who request or r sing, spreadsheet an ports, including but no loyers, employees ar endations for program	rning the Mi brkers (H-2A DES. Expla rams to emp tion and ass ources and ed to food si pretive serv vorking and r and verify s and housin tes field-wo etive service munity and es, regulation he MSFW, I need interpr d database ot limited to nd other inter	grant and S b) program ins rules, re- ployers, em- sistance to ro- other state tamps and l ices. living area employment inspection ork screening s. State agen ons, policies field visits. H-2A and H retive service management reports of co- erested part ents to state	easonal and H-2 gulation ployees notify inc and/or fi Medicard s of farm t servic ons in ad gs. Utiliz cies rega and pro- ces ent softw utreach ies. Pre-	I Farm V B Temp is, polici dividuals ederal a e. Utilize n worker es and j lherence zes Spa arding N bocedures s and pr grams. U vare, est activitie pares re ponitor Ad	Vork orar es a unity s of a ssis s an ob c s an ob c nish MSF\ s, Re ovid Jtiliz ablis s, an	ers (M y Non- nd prop group availab tance a panish d/or ag contrac related langua W, H-2 espond es inte es Spa shes ar nd logs s from	SF ¹ ced s a lan linic sta age s to rpro		
20% 15% 15%	 services. Provides infor program, H-2/ Agricultural W pertaining to N other intereste H-2A and H-2 temporary wo to assist clien Travels to cor workers and c compliance; c federal guidel assist clients Provides assi H-2B program inquiries via e of state and fe language to a Utilizing word maintains var complaints fro 	rmation A Temp Vorkers WSFW, ed parti 28 prog wrkers, in ts who aduct fro- bother m conducts ines. Co who reco stance as by ex- email, in ederal g issist cli proces ious rep om emp ecomme	and guidance concer- borary Agricultural Wo (H-2B) program for II H-2A and H-2B program ram services and reso ncluding but not limite request or need interpre- equent field visits to w igrant workers to offer s random field checks oordinates and execu- quest or need interpre- and guidance to com xplaining program rule person, by phone an guidelines related to the ients who request or r sing, spreadsheet an ports, including but no loyers, employees an	rning the Mi borkers (H-2A DES. Expla rams to em- tion and ass purces and ed to food si- pretive serv vorking and r and verify s and housin tes field-wo etive service munity and es, regulation do/or during he MSFW, I need interpr d database of limited to nd other inter improvement ATURE A	grant and S) program ins rules, re- ployers, em- sistance to ro- other state amps and l ices. living area employment field visits. H-2A and H retive service management reports of cor-	easonal and H-2 gulation ployees notify inc and/or fi Medicard s of farm t servic ons in ad gs. Utiliz cies rega and pro Reviews -2B prog es ent softwo butreach ies. Prep wide Mo	I Farm V B Temp Is, polici , commi- dividuals ederal a e. Utilize n worker es and j lherence zes Spa arding N bcedure: s and pr grams. L vare, est activitie pares re onitor Ac URE	Vork orar es a unity s of a ssis's s an ob c s an ob c nish MSFN s. Re ovid Jtiliz ablis s, an port:	ers (M y Non- nd prop availab tance a panish d/or ag ontrac related langua W, H-2 espono es inte es Spa shes ar nd logs s from tate.	SF ¹ ced s a Constant ivalian irici sta age A ac rpro- nis		

16. (CONTINUE % OF TIME		D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	5. Using the Illinois L Seasonal Farm W Non-Agricultural V organize related re H-2B programs to	abor Exchange system, enters job orkers (MSFW), H-2A Temporary A Vorkers (H-2B) programs; maintains eports. Provides information and ref	orders and services relevant to Migrant and Agricultural Workers (H-2A) and H-2B Temporary s and monitors related files; develops systems to ferrals for services related to MSFW, H-2A and groups and other interested parties. Utilizes
10%	including but not li of Employment Se	mited to employer orientations. Pro ecurity (IDES) employment related s	ents eligible for MSFW, H-2A and H-2B programs, vides information to promote Illinois Department services and unemployment insurance program who request or need interpretive services.
05%	 Performs other du enumerated above 		are reasonably within the scope of the duties
conducting			e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
370	15-44-40-220-20-31		WORKING TITLE (IF ANY)
PSA 37015	44-40-220-00-31-		
18. CHECK TH	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
		WORKER	
tii	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFORM ABILITIES	ANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
the social sci at the profess systems in ar effectively co prepare repo including but speak and wr	ences; or requires four year sional level. Requires workir rea of responsibility, includir mmunicate ideas, both oral rts using narrative and/or st not limited to email, word p rite the Spanish language at	s of work experience in program re- ng knowledge of IDES bureau prograge ng but not limited to the Illinois Labo ly and in written form; organize and atistical formats; and to use a perso rocessing, spreadsheet and databa	etion of four years college with major courses in search evaluation or design with two of the years rams, service goals, activities and operational or Exchange system. Requires the ability to analyze pertinent data and/or information and onal computer with related software programs, use management software. Requires ability to but position duties in conjunction with Spanish se. Requires ability to travel.

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1. POSITION TIT	ΊLE	W	ORKING TITLE (IF ANY)	BILINGUAL	POSI	NON TITLE	2. POSITION NUMBER						
Existing Position		j								-			
New/Revised Position	Security Specialist 1			29		SS	13071	671-44-4 -44-40-	10-300)-11-32 2=31			
3. AGENCY		1	4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position							CODE	COUNTY	AUTH		11/16/22 - PNC		
New/Revised Position			Business Comvises					004			N		
IL Departmen	t of Employment Secur	ity	Business Services				0	084 SACTION		R 3. EFFECTIV			
Existing Position							CODE	CACHON					
New/Revised Position							09/01/2018						
Labor Exchan	ge System		IJL Customer Support	- Springfi	eld			21 ESTAB 22 EXEMI		E CHANGI	E		
14. WORK LOCA	TION		15. BARGAINING/TERM CO	DDE		Rutan Exempt		24 POSIT 26 CLARI		MBER CH/	ANGE		
Existing Position									IONAL I		L CHANGE GE		
New/Revised Position			D0000				🔲 MC1	49 DOWN	WARD				
Springfield, IL			RC062			Ν	MC1	50 LATER 58 UPWA	RD REA				
% OF TIME	16. COMPLETE CURR	ENT AN	ND ACCURATE STATEME	NT OF PC	OSITIO	ON ESS	ENTIAL	FUNCTI	ONS				
35%	 labor exchange systed determine eligibility for functions and service prompt and accurate goals. Provides interposed inquiries conditionated to University and ensure labor clients on best functions. Provides clients 2. Using a personal seekers and ensure labor clients 	m, Illin or appli s provi respor pretativ anish la cerning employ resear exchar st pract ovides with co onal co employ	provides customer service ois Job Link (IJL); review cable Employment Service ded by IJL; reviews exist ises, as well as quality co e services for Spanish sp anguage, provides custo g Illinois Job Link (IJL); ex yment Insurance (UI) and thes client accounts and ange enrollments and all of thes for effective utilization information regarding ID pomplex issues and service ymputer and related softw yers. Determines job see , but not limited to, Migra	vs and ar ce progra ting recor ustomer s peaking of mer serv xplains ru d Employ d informa other clier on of IJL ES progr ce needs vare prog ker eligib	nalyze amis; rds fo servic client ice a ules, i ment tion p nt del syste ams to m grams pility f	es job s provide or accur ce, in a s. nd guid regulati laws a provide tails are em for j and se anager s, provide or appli	seeker a es advic racy. Re ccordar lance to ions, po s it rela d to res e record ob sear rvices a and/or des tecl icable E	and emp e and a esponsit nce with o clients licies ar tes to IJ olve disu ed accu rches, jó applicabl assigne	loyer ssista ble for estab in res nd pro L clien crepa irately b listin e to L d des ssistan	accoun nce on providin lished a ponding cedures nt accouncies ar v. Advis ngs and JL client ignee. nce to jo	ts to ng agency g to s unts. nd to ses' I all IJL ts; ob		
20%	Service and F for employers searching res 3. Through esta account reco from IBIS sys and Reemplo	Reemp s or ad sumes, blished rds. Re tem; va yment plves ir	loyment & Eligibility Assevises employers on creat account settings, and ot d employment service pro- eviews job seeker account alidates Job Service enro & Eligibility Assessment accomplete job listings an	essment) ting their her relate ocesses ots; cross ollments. Program	; pro own ed IJI and t s-che Asse (RE	vides re job pos L functi ousines cks with ess Ree A) prof	esume a stings; p ons. s practi h UI cla employr iling to o	ces, rev imant re nent Se ensure e	ce. Li: assis iews cords rvice enrollr	IJL clier transfe Program	orders n ht erred n (RES) ocess is		
DIRECTOR OF C	MS SIGNATURE	IMMED	IATE SUPERVISOR SIGNATI	JRE A	GENC	Y HEAD	SIGNAT	URE		D	ATE		
1.1.	250					-\affe	5	Maya	-	09/0	7/2018		
CMS-101 (Rev 10)	<u>c / / / / / / / / / / / / / / / / / / /</u>					10	Ű	7 (
Kan Ma	991) 12 401-0784 94) 12 401-0784 94 9-24-18												
ingu i neg			SEP 10 mm										
			SEP 1 0 2018										
			· · ·										

16. (CONTINUE	D)		
% OF TIME		D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
05%			icate recorded client issues; details instances the information to the appropriate statewide
05%	program. Assists		egulations for changes related to the IJL nee in preparing proposals to incorporate those
05%	 Performs other du enumerated above 		are reasonably within the scope of the duties
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
	37015-44-40-300-10-01		WORKING TITLE (IF ANY)
	37015-44-40-301-00-0 1		
□ SUPEF NOTE: S	ne percentage(s) allotted. as checked above, list position	WORKER sponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a			
	· · · · · · · · · · · · · · · · · · ·		
	······································		
PERFORM ABILITIES CAN NO I	ANCE OF THE WORK OF TH AND LICENSURE OR CERT ONGER BE USED.	HIS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDA	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
the social sci at the profess Insurance law capabilities w pertinent data	ences; or requires four year sional level. Requires worki vs, rules and regulations as rithin IDES. Requires the ab a. Requires ability to use a anish language at a colloc	s of work experience in program re- ing knowledge of US Department of it relates to Illinois JobLink. Require ility to effectively communicate oral personal computer with related soft	etion of four years college with major courses in search evaluation or design with two of the years Labor; Illinois Employment and Unemployment es working knowledge of automated system ly and in writing; ability to organize and analyze ware programs. Requires ability to speak and sition duties in conjunction with Spanish

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1. POSITION TIT		W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSIT OPTI	NON TITLE	E 2. POSITION NUMBER				
Existing Position							13672-	44-13-574	0-10-3	2-	
New/Revised Position Employment S	Security Specialist 2			29		SS	13672-	<mark>2-44-22</mark> - 44-22-54)-10-3	0-31 1	
3. AGENCY			4. BUREAU/ DIVISION	10-14 57-444			5. EXMT CODE	6. WORK COUNTY	7.AA AUTH	8.AUDIT	9. OFFICE USE
Existing Position		0	Administration			n - 10 10 4					11/16/22 - PNC
New/Revised Position	t of Employment Secur	ity	Service Delivery/							R	
10. SECTION			Unemployment Insurance Programs 0 010 1 11. UNIT 12. TRANSACTION CODE 1							B. EFFECTIV	E DATE
Existing Position	Bauma ant Oantral									10/01/	2014
New/Revised Position	Payment Control						_				
Benefit Payme	ent Control		New Hire Unit			Rutan	П мсо	21 ESTAB 22 EXEMP	T COD		
14. WORK LOCA	TION		15. BARGAINING/TERM CC	DE		Exempt	MC0	24 POSITI 26 CLARII	-Y		
Existing Position								27 ADDITI 28 WORK 21 ABOLIS	COUNT		
New/Revised Position			RC062			N		49 DOWN	WARD		
Chicago, IL % OF TIME					SITIC			58 UPWA	RD REA	LLOCATIC)N
			Hire program manager, p								
			Illinois employer informat								
			over reports; establish an								C 1,
			ire manager for program	improve	ment	ts. Prov	ides int	erpretati	ve se	rvices fo	7C
	Spanish speaking clie	ents.									
35%			nal duties in the New Hire nationwide employer New								
			ons to monitor Unemploy								new
			nent earnings.								
25%	2. Using the Spa	anish la	anguage when necessar	v. provide	es te	chnical	assista	nce and	auida	ance to	
	 Using the Spanish language when necessary, provides technical assistance and guidance to employers regarding New Hire reporting instructions. Explains program rules, regulations, pol 						icies				
			sponds to inquiries; as re								
			d provides interpretation ers and New Hire prograr								
	procedures.		and new mile program	in manag		garang	<i>y</i> une u m	piemeni	allon		am
20%								_			
			intains new hire reporting								Ind
	statewide Ne		ent software. Maintains reports.		nors	111 0 5, 0	evelops	system	10 01	yanize	
15%											
			studies on existing New								
			dures, ensuring adheren om findings, makes recor								
			ite to effectiveness of pro		.0113	or prog		proveine	51115 10		ine .
			F								
DIRECTOR OF C		IMMEE	DATE SUPERVISOR SIGNATI	JRE A	GENC	Y HEAD	SIGNAT	URE		D	ATE
Denere Reher								449014			
CMS-104 (Rev. 10	194 L 401 7794 A				A	1			E	₩ 億†	
Deb	apsust 1	1	1		y		17	ດດາ	2 11 2	2014	
2 -	11/2	0 14			/				307	2014	U
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							iBy				-1

16. (CONTINUE % OF TIME		ACCURATE STATEMENT OF POSITION	
	10. COMPLETE CORRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
05%	5. Performs other duti enumerated above	es as required or assigned which a	are reasonably within the scope of the duties
conducting	NTITLE AND NUMBER OF IMM g and signing performance evalution umbent of this position.)	IEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
	37015-44-22-500-40-01		WORKING TITLE (IF ANY)
	37015-44-22-540-00-01		
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:	I
	RVISOR OR 🗌 LEAD V	VORKER	
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFORI ABILITIE CAN NO	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT LONGER BE USED.	IS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno in the social evaluation, o techniques a elementary k to establish o computer sys	owledge, skill and mental dev sciences and one year profe or design with three of the year and design of operational sys snowledge of state and feder cooperative working relations stems and related software p	essional experience; or requires five ars at the professional level. Requi tems; agency programs, service go al regulations impacting on the des ships, communicate verbally and in	etion of four years of college with major courses e years of work experience in program research, ires working knowledge of program research oals, activities and operational systems. Requires sign or operation of programs. Requires the ability written form, use mainframe and automated and write the Spanish language at a colloquial og clients.

1. POSITION TITL	.E	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER					
Existing Position						-44-41-2						
New/Revised Position	ecurity Specialist 3	 	29	SS	13673	13673-44 -44-40-2	220-1	00-20-31 0-31				
3. AGENCY	eculity opecialist o	4. BUREAU/ DIVISION		L	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIŤ	9. OFFICE USE			
Existing Position		Business Services/ Em	ervices/ Employer Outreach						09/01/1/5- Update to supervisor			
New/Revised Position	of Employment Security	Business Services				016	Y	R	position 11/16/22 PNC			
10. SECTION		11. UNIT				SACTION	18	. EFFECTIV	EDAIE			
Existing Position	~							12/16/	/2014			
MSFW Program	m	Migrant and Seasonal I	Farm Wo	orker					~~			
Intra-Agency C	Coordination	(MSFW) Program		Rutan		21 ESTAE 22 EXEMI 24 POSIT	PT COD					
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE	Exempt	MC0	26 CLARI	FY		. CHANGE			
Existing Position					🗖 мсо	28 WORK 21 ABOLI	COUN					
New/Revised Position		 				49 DOWN	WARD					
Chicago, IL		RC062		N		50 LATER	RD REA					
% OF TIME	16. COMPLETE CURRENT AN	ND ACCURATE STATEME	NT OF PC	SITION ESS		FUNCTI		al Farm	Worker			
	(MSFW) Program and other independently participates in members of the Mayor's off Foundation, other employm Business and IDES regiona City and County officials, en questions or problems rega	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 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.										
30%	IDES statewide Mig procedures. Provid provides advice to r	orms advanced professio grant Seasonal Farm Wo les assistance in organizion management on ways to	rker prog ing and c improve	ram in acco developing g program.	rdance juideline	with est es and p	ablish roced	ed agei lures an	ncy Id			
15%	participants in MSF order specifications with available jobs; instruction manuals	r operations with manage W and other Wagner-Pe using the internet based screens applicants and on available training and ational opportunities.	yser or E I Illinois I coordinat	Business Ser _abor Excha tes employe	rvices p inge sys r intervi	rograms stem; ma ews; pro	s. Pro atches ovides	cesses s job se s applica	job ekers ants with			
15%	staff in servicing the applicant needs an job applications, ce denials or requests	language, provides speci eir employers or represer d provides counseling to rtification requests for ta for additional information Establishes and mainta	ntatives; resolve ; x credits n, petitioi	recommend problems. S and petition n findings sh	s metho Serves a s. Issue all be fo	ods on d as final r e tax cre orwarde	leterm eview edit de	er of job er of job	b o orders, ations/			
CMS-104 (Rev. 10	sie Meher	DIATE SUPERVISOR SIGNAT	URE	AGENCYHEAD	K	DEC 1	7 201	- 12/	DATE 09/2014			

16. (CONTINUE	D)												
% OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	ESSENTIAL FUNCTIONS (Continued)									
15%	4.	to employers regard develops contacts v Employment Securi	ling the planning and implementation with businesses to promote the ben	s for the various occupations. Provides guidance on of work force recruitment procedures; efits of listing jobs with the Department of x federal immigration and naturalization (JSCIS) SDOL programs.									
10%	5.	use in handling and Serve as technical i	reviewing of job orders, job application	e staff in developing procedures for statewide ations and certification requests for tax credits. the preparation of responses to external audit rrective 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 dution enumerated above.		re reasonably within the scope of the duties									
17 POSITIO			EDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,									
conductin	g and sig	ning performance evalu of this position.)	uations; effectively recommending and	imposing disciplinary action and adjusting grievances									
			37015-44-40-200-20-31	WORKING TITLE (IF ANY)									
Executive 2	13952-4	4-40-220-00-31 PSA,											
		_											
		ory or lead worker res entage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a									
			title, position number, and number of s	ubordinate incumbents or authorized funded									
headcour	nt:												
	Positio	n Title	Position Number	No. of Incumbents or Funded Vacancies									
N/A													
PERFOR ABILITIE	MANCE S AND L	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"									
Requires kn Sciences an IDES progra impacting of systems; ag relationship communica programs in	owledge and two ye ams, sys n IDES p jency pro s and the te effection	, skill and mental dev ears professional exp tems and procedures programs. Requires o ograms, service goals e ability of performing vely in oral and writte	erience in program research evalua s. Requires working knowledge of l extensive knowledge of program(s) s and ES activities. Requires the a g operational reviews of IDES/ES en form and must be able to use a p eadsheets, database management	college with major courses in the Social ation or design. Requires extensive knowledge of Federal and State laws, rules and regulations research techniques and design of operational bility to establish cooperative working Program(s) activities. Must have the ability to personal computer with related software and electronic mail. Requires the ability to									

1. POSITION TITI	E	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITI OPTION COD	E 2. POS	2. POSITION NUMBER				
Existing Position					13673	13673-44-51-102-10-31				
New/Revised Position			29	SS		3-44-51				
ES Specialist 3. AGENCY	3	4. BUREAU/ DIVISION	25	00	5. EXMT	6. WORK	107-10		9. OFFICE	
Existing Position		Service Delivery/			CODE	COUNTY	AUTH	8.AUDIT	USE	
		Employment Services F	Program						12/16/22- PNC	
New/Revised Position	of Employment Security	Service Delivery/ Field		ns	0	016	Y	R		
10. SECTION		11. UNIT			12. TRAN CODE	ISACTION	13	B. EFFECTIV	E DATE	
Existing Position	on / 71 st Street Local Office							11/16/	2018	
New/Revised Position						021 ESTAE				
Chicago Regio	on / Pilsen Local Office			Rutan		022 EXEM 024 POSIT	PT COD			
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE	Exem	ot 🛛 MCC	26 CLARI	FY			
Existing Position						027 ADDIT 028 WORK				
New/Revised Position				_		149 DOWN		REALLOC		
Chicago, IL		RC062		N		150 LATER	RAL REA	LLOCATIO	N	
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEMEN		SITION F				LLOCATIC)N	
25%	 implements programs to add limited to Hire-the-Future, R Program (RESEA) and Olde youth, older workers and ret federal and state regulations guidelines and procedures to programs; identifies position employment opportunities wo conduct outreach duties, ind community and faith-based seekers in the IL Labor Exch modules, webinars, in-perso training content. Utilizes Spat 1. Independently perfor Department of Emp Wagner-Peyser pro to address the emp Future, Re-entry/Res seekers, including N Labor Exchange sy compliance with sta and other relevant s 	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS der general direction, independently performs advanced professional functions for the Wagner-Peyser Program the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and lements programs to address the employment service needs of job seeker populations, including but not ted to Hire-the-Future, Re-entry/Returning Citizens, Reemployment Services and Eligibility Assessment gram (RESEA) and Older Workers; collects and analyzes data on job seekers, including but not limited to th, older workers and returning citizens, to ensure IDES is delivering employment services in compliance with eral and state regulations, agency procedures and municipal regulations. Implements and recommends delines and procedures to establish and maintain relationships with employers and market agency services and grams; identifies positions suitable for all job seeker. Travels to various locations throughout assigned area to duct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, nmunity and faith-based organizations, and community/state fairs to facilitate program services. Registers job kers in the IL Labor Exchange System (IJL). Conducts training needs assessments to implement training dules, webinars, in-person seminars and workshops related to delivery of employment services. 1. Independently performs advanced professional functions for the Wagner-Peyser Program of the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements wagner-Peyser programs based on state and federal laws, agency procedures and implements 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								
0	20% 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-visua 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 dutles.									
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16. (CONTINUE					
% OF TIME			ACCURATE STATEMENT OF POSITION		
15%	 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 				
		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			
				for job seekers, including but not limited to youth,	
				ning and implementing workforce recruitment	
		procedures.	etanning onzens, conaborates in plan	ning and implementing workforde restatment	
		F			
15% 4. Reviews employment opportunities to identify positions suitable for all job seeker populations, includi					
not limited to youth, older workers and returning citizens. Enters job order specifications usin					
				ality control checks and matches job seekers with	
				plicants and coordinates employer interviews;	
				Resolves day-to-day issues associated with	
				e job seekers are provided consistent and assist clients who request or need interpretive	
		services.	mation. Othizes Spanish language to	assist clients who request of freed interpretive	
		30111003.			
15% 5. Travels to various locations throughout assigned area to conduct outreach duties, including but not lir					
to correctional facilities, educational institutions, local chambers, community and faith-based or					
				explains Wagner-Peyser programs to agency staff,	
				kers, including but not limited to youth, older	
				IJL; provides applicants with materials on available	
				ased on agency guidelines to assist in building	
		services.	nent skills. Utilizes Spanish language	to assist clients who request or need interpretive	
		services.			
05%	6.	6. Keeps abreast of changes to federal and state laws, rules and regulations related to Wagner-Peyser			
				essions, seminars and conferences to keep job	
		skills up-to-date.			
	_				
05%	7.		es as required or assigned which are	reasonably within the scope of the duties	
enumerated above.					
 POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances 					
for the incumbent of this position.)					
				WORKING TITLE (IF ANY)	
PSA, Opt. SS1 37015-44-51-107-00-31				Local Office Manager	
18. CHECK THE APPROPRIATE BOX IF THIS PC			IS POSITION IS A:		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a					
time percentage(s) allotted.					
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded					
headcount:					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies	
	1700 1/21/				
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND					
ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION"					
CAN NO LONGER BE USED.					
Requires knowledge, skill and mental development equivalent to 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					
				in program research, evaluation or design; prefers	
				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				
				e 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.					
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	June State	Shout	11/10/21			1	DUS.	shin K	chano	0 pg 20	Uhri	11/0	4/2021

16. (CONTINUE	,								
% OF TIME			ACCURATE STATEMENT OF POSITION						
15%	4.	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.	corrective action fo		ng and evaluative tools; develops plans of ocal Offices of assigned region. Utilizing Excel, Regional ES Program Manager.					
05%	6.	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.			ules and regulations related to Employment sessions, seminars, and conferences to keep job					
05%	8.	Performs other dut enumerated above		are reasonably within the scope of the duties					
conducting	g and sigi			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
				WORKING TITLE (IF ANY)					
PSA, Opt. 1	37015-4	44-51-220-00-01		Employment Services (ES) Program Manager					
18. CHECK TH	HE APPR	OPRIATE BOX IF THI	IS POSITION IS A:						
	RVISOR	OR 🗌 LEAD V	VORKER						
NOTE: S	uperviso	ory or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a					
ti	me perce	entage(s) allotted.	- <u> </u>	ubordinate incumbents or authorized funded					
headcoun									
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A									
PERFORI ABILITIES CAN NO I	MANCE C 5 AND LI <u> -ONGER</u>	DF THE WORK OF TH CENSURE OR CERTI BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
				tion of four years of college with major courses					
				esearch, evaluation or design, preferably related ork experience and four years of progressively					
responsible p	orofessio	nal experience in pr	ogram research, evaluation or desi	gn; preferably related to Employment Service					
				Service Delivery Bureau programs, service nity Act regulations and guidelines. Requires					
working know	vledge o	f state or federal reg	ulations impacting on the design or	operation of ES and UI Programs; training,					
				res the ability to effectively communicate with blic; establish and maintain cooperative working					
relationships	; analyze	e problems and adop	ot an effective course of action; and	to use a PC and related software programs.					
		vel. Requires ability junction with Spanis		guage at a colloquial skill level in carrying out					
				Labor Exchange system, job seekers and the					
				ting workshop presentations and training. nowledge of Illinois Benefit Information System					

1. POSITION TITLE	w	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position			-		1 367 3	-44-54-2				
New/Revised Position Employment Security Specialist 3			29	SS	13673	13673- -44-54-2	220-1	220-00- 0-31-		
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position								-	2/16/19 - Update to work loc. 12/16/22 - PNC	
New/Revised Position IL Department of Employment Secu	ritv	Service Delivery/ Field	Operatio	ns	0	045	Y	R	12/10/22 - PNC	
10. SECTION		11. UNIT			12. TRAN CODE	SACTION	1	3. EFFECTIV	E DATE	
Existing Position						/2016				
New/Revised Position		Employment Services	_		MA021 ESTABLISH					
Northern Region				Rutan	🖾 мсо	22 EXEMI 24 POSIT	ION NU			
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CC	DE	Exempt	🛛 мсо		IONAL		CHANGE	
Aurora, IL					MD0	28 WORK 21 ABOLI	SH			
New/Revised Position		RC062		N	☐ MC1	49 DOWN 50 LATER	AL REA	ALLOCATIO	N	
Aurora, H North Aurora, IL % OF TIME 16. COMPLETE CURF		D ACCURATE STATEME	NT OF PC	SITION ESS		58 UPWA FUNCTI		ALLOUATIO		
Under general direct Services (ES) Progra procedures for the ir ensures compliance development progra Coordinates with Bu employers and to pro recruitment procedu employers. Prepares	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.									
25% 1. Independen an assigned implementat guidelines a introduce, a	ly perfo region. ion and nd prog nd integ	orms advanced professio Initiates, plans, develop provision of Employmer rams developed by coop grate procedural innovations and agency goals.	s and org nt Service perating p	anizes guio Programs; Jublic and p	lelines a analyze rivate oi	and proc es Feder rganizati	edure ral Re ions t	es for th egulation o adapt,	e ns and ,	
modules, we skills and at requirement to effect ope	binars itudes f s, facilit rationa sures o	t or other related softwar and/or in person semina for optimum achievemen ates formulation and inst i improvements. Conduc werall effectiveness of tra	rs for in-h t of regio tallation c ts follow-	nouse staff nal objectiv of staff deve up studies t	developi es; direc lopmen o reviev	ment pro cts vario t, organi v and ev	ogram us pri zatio aluat	ns to imp ogram n and ut e trainin	prove tilization	
and employer employer or the Spanish solicitation f	3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.									
DIRECTOR OF CMS SIGNATURE	IMME	DIATE SUPERVISOR SIGNAT		GENCY HEAD	SIGNAT	URE			DATE	
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Mal 104 (Fey. 1(194) IL 401-0794 / 10/1-7	1	CEINEV			-					

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16. (CONTINUE % OF TIME		PLETE 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. 5. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of 							
10%	5.	corrective action for	ifies findings of the regional monitoring and evaluative tools; develops plans of for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, 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.			rules and regulations related to Employment sessions, seminars, and conferences to keep job				
05%	8.	Performs other dut enumerated above		are reasonably within the scope of the duties				
conducting	g and sigi			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances				
				WORKING TITLE (IF ANY)				
PSA, Opt 1	37015-4	4-54-220-00-01		Northern Region ES Program Manager				
18. CHECK TI		OPRIATE BOX IF TH	IS POSITION IS A:	I				
	KVISUR	OR 🗌 LEAD V	VORKER					
ti	me perce as checke	entage(s) allotted.	sponsibilities <u>must</u> be described in a title, position number, and number of s	a detailed duty statement(s) with a ubordinate incumbents or authorized funded				
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A								
PERFORI ABILITIES	MANCE C 5 AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"				
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				nowledge of Illinois Benefit Information System				



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUA CODE	-	TION TITLE	2. POSITION NUMBER					
EXISTING POSITION										
NEW/REVISED POSITION					13851-44-40-200-05-31					
Executive 1	State Monitor Advocate	29		SS	13851-44-40-200-10-31					
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUE	лт	9. OFFICE USE		
EXISTING POSITION										
NEW/REVISED POSITION								11/16/22 - PNC		
IL Department of Employme Security	nt Business Services	Business Services		084	1	F	र			
10. SECTION	11. UNIT	11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE DATE				
EXISTING POSITION					1			06/16/2022		
				☐ MA022 EXEMPT CODE CHANGE						
NEW/REVISED POSITION				☐ MC024 POSITION NUMBER CHANGE						
Intra-Agency Coordination	State Monitor Advocat	e Prograr	n	MC026 CLARIFY						
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT	□ MC027 A □ MC028 V				NTICAL CHANGE		
EXISTING POSITION				□ MD021 A	BOLISH	4				
					MC149 DOWNWARD REALLOCATION					
NEW/REVISED POSITION	RC062	Deaca			MC150 LATERAL REALLOCATION					
Springfield, IL			Ν	□ MC158 UPWARD REALLOCATION						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	1. Under direction, as a function administrator, serves as State Monitor Advocate (SMA) for the Illinois Department of Employment Security (IDES)
	Organizes, plans, executes, controls and evaluates the IDES State Monitor Advocate Program
	 Implements policies and procedures for management of agency compliance with the federal requirements for services for migrant and seasonal farmworkers, including but not limited to all regulations outlined in Title 20 of United States Code (U.S.C.) section 653.108
	Reviews and evaluates the agency's Agricultural Outreach Plan and makes
	 recommendations to agency management for approval or revision prior to submission Reviews and evaluates all proposed employment services directives, manuals, and agency procedures relating to migrant and seasonal farmworkers to ensure that they comply with federal regulations.
	 Identifies issues related to agency compliance with federal requirements for delivery of services to migrant and seasonal farmworkers and confers with agency management on the integration of program activities to resolve problems and make improvements Maintains a collaborative working relationship with the National Farmworker Jobs
	Program grantee in Illinois, as outlined in a Memorandum of Understanding
	Develops and maintains relationships with external workforce partners and other organizations conving migrant and economic formworkers
	organizations serving migrant and seasonal farmworkersTravels to perform these duties
20%	2. Monitors, reviews and evaluates statewide delivery of employment services to migrant and seasonal farmworkers (MSFW)
	 Monitors employment service delivery by agency staff, including but not limited to on- site reviews of services at local offices and employer sites, utilizing procedures and review formats specified in federal regulations
	 Conduct reviews of agency outreach in geographical areas with a high concentration migrant and seasonal farmworkers, including but not limited to reviews of outreach sta 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 externa 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

ME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Travels to perform these duties
20%	3. Conducts studies, collects data and creates a variety of complex reports for internal and external parties
	 Conducts reviews and performs analysis of all statistical and other data on migrant and seasonal farmworkers reported by local offices to determine compliance with federal employment services regulations and identify areas of non-compliance in accordance with federal, state and/or agency timeliness guidelines Utilizing a PC and agency supplied software including but not limited to Microsoft Excercises 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%	4. Serves as a liaison to agency staff in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers
	 Provides guidance and technical assistance to agency managers responsible for planning and delivering employment services to migrant and seasonal farm workers Informs agency management about changes to federal regulations regarding migrant and seasonal farmworkers that impact agency policies, programs and/or systems and provides advice on incorporating changes Travels to perform these duties
10%	5. Serves as a liaison to workforce partners and other interested external parties in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers
	 Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers Travels to perform these duties
10%	6. Monitors performance of the statewide worker/employer Employment Service and Employment-Related Law Complaint System
	 Monitors and reviews complaints submitted to the system relating to migrant and seasonal farmworkers and agency staff performance in resolving complaints Reviews and evaluates agency procedures for resolving complaints related to migrant and seasonal farmworkers

% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS						
	proposir Monitors agencies	 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%	7. Keeps abreast of farmworkers	of current federal regulations related to	o employment of migrant and seasonal						
	 Conducts research on proposed changes to regulations and evaluates impact on agency programs Attends and participates in training from the U.S. Department of Labor's Regional Monitor Advocate and National Monitor Advocate, as directed Travels to perform these duties 								
05%		8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above							
preparing, c			ble for assigning and reviewing work, mending and imposing disciplinary action and						
			WORKING TITLE (IF ANY)						
· · · ·	. 1 40070-44-40-200								
□ Supervis		DX IF THIS POSITION IS A:							
percentage	e(s) allotted. If a box w	er responsibilities <u>must</u> be described in as checked above, list position title, po rized funded headcount.	n a detailed duty statement(s) with a time osition number, and number of						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A									
SUCCESSF OPTIONS C PHRASE "S	19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.								
1. Re	eferably with courses i	n business or public administration	to completion of four (4) years of college, e in a public or business organization, or						
coi (1)	mpletion of an agency		training program, preferably including one						
3. Re	equires ability to speak	and write the Spanish language at a ction with Spanish speaking clients	colloquial skill level in carrying out						

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 <u>NOT</u> intended to be allencompassing or to address all responsibilities of the position.

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
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			erees in cases involving							
			ployment Security statute							
			d, become the decisions							
	to translate document	s and	provide interpretive servi	ces to cli	ents.					
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25%			by resolving jurisdictiona							
	Sub-Division Referee and the Board of Review, as well as to the timeliness and sufficiency under of the employer's protest to a claim for benefits; determines the legal sufficiency of reasons given the parties for late appeals to either or both the Appeals Sub-Division Referee and the Board of									
l l			requests by the parties					ia ine	Board	or
	neview as we	ii as u	requests by the parties	IUI auuili	Una eviden		annys,			
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% OF TIME	16. COMPLETE CURRENT AND	DACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
15%	administrative and and as necessary.	judicial decisions affecting the matt Researches Board of Review ad o	s, rules, regulations, procedures, and ters at issue, and consults with supervisors when court precedents in preparation for preparing gs for Referees assigned to the Board of Review.
10%	statement of facts reasons for all con	and law, an explanation of the appl	aft decision which consists of a clear and concise lication of the statutory provisions to the facts, to every issue that affirms, modifies, reverses or priate.
10%		al hearing, and in the preparation of	aring of, cases coming before the Board of f decisions by the Board of Review in such
05%	7. Performs other due enumerated above		are reasonable within the scope of the duties
conducting			for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances
	· · · · · · · · · · · · · · · · · · ·		WORKING TITLE (IF ANY)
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18. CHECK T	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	ti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta anti ta a
		NORKED	
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NOTE: S	upervisory or lead worker re	sponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a
i ti	me percentage(s) allotted. as checked above, list position		subordinate incumbents or authorized funded
n/2	Position Title	Position Number	No. of Incumbents or Funded Vacancies
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PERFOR ABILITIE CAN NO	MANCE OF THE WORK OF TH S AND LICENSURE OR CERT LONGER BE USED.	HIS POSITION. NOTE: SINCE THERE FIFICATION IDENTIFIED ON STANDA	E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
			n from a recognized law school; possession of a
license to pr	actice law; two years profess	sional experience in legal work; tho	rough knowledge of judicial and quasi-judicial
rules and of	procedures of administrative	e nearing agencies; through knowle	dge of the laws, rules and regulations applicable
			ationships with hearings disputants, attorneys,
ability to one	epreserialives of labor orga	dence legal and administrative data	e general public. Requires considerable skill and cuments, records and audits in order to obtain a
			write the Spanish language at a colloquial
		ies in conjunction with Spanish s	
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1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
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3. AGENCY			4. BUREAU/ DIVISION	.	1	5. EXMT CODE	6. WORK COUNTY	7.A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position						CODE	000111	Auri		11/16/22 PNC	
New/Revised Position								š			
	ployment Security		Legal Services/ Appea	ls		0	016	N	R		
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Existing Position						CODE			06/01/	2010	
Case Manage New/Revised Position	ment					-			06/01/	2019	
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	activities for Illinois De	epartm	ent of Employment Secu	rity (IDE	S) Unempl	oyment l	nsuranc	e (UI)	appeal	S;	
			g to incoming benefit app								
			duling; applies knowledg							Rules	
			ans, directs, organizes, r								
			s and related documenta							but	
			efit information System (
*			nonitors priorities and tra								
			municates with and advi								
			el seeking information a			nding ap	peals; L	tillzes	s Spanis	n	
	language to assist cite	ents wr	no request or need interp	pretive se	ervices.						
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3376			claims for benefits; cond								
			stems including but not li								
			erminology and UI Act R								
			peals cases; coordinates								
			s and resolves issues; p								
			; serves as a liaison bet								
			parties in matters relatir								
			assist clients who requ								
	changes to he					•	•				
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10%			izes, reviews, evaluates								
			processes for the receip								
			ord of public inquiries relation	ated to a	ppeals cas	es; interp	prets and	l expl	ains pro	cesses	
	and procedure	es.									
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10%			and related documentati								
			ut not limited to IBIS to n							and/or	
			creates appeals files fo				ties; crea	ates a	and/or		
	generates app	beals r	otices and mails notices		led parties.						
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16. (CONTINUE							
% OF TIME	16. CON	IPLETE CURRENT AND	DACCURATE STATEMENT O	F POSITION	ESSENT	AL FUNCTIONS	S (Continued)
10%	4.	deadlines for work	projects; using a PC and tains inventory of office	d agency s	upplied	software com	itors priorities and tracks piles statistical reports of nates orders for new
10%	5.	Provides guidance reassigns staff to r approves time off; abreast of changes coordinates the im	views and evaluates the and training to assigned neet day-to-day operatin prepares and signs perfo s in policy, procedures an plementation of correctiv on-union supervisor to pr	l staff; cour g needs; e ormance ev nd program /e action; c	nsels sta stablish valuation n operat conducts	aff regarding es annual go ns. Conducts ions. Discus pre-disciplin	als and objectives; meetings to keep staff ses problem areas and ary meetings under the
10%	6.	and make recomm personnel to correc	endations for annual pro	gram goals	s and ob n for adr	ojectives; con ministration o	roblems, propose solutions fers with central and field f the Illinois Unemployment als.
10%	7.	personnel seeking regarding policies	information and assistar	nce on pen es and revi	ding ap iews cas	peals; provide se files to ans	nental agencies and IDES es information to claimants ewer inquiries from walk-ins st or need interpretive
05%	8.	Performs other dut enumerated above	ies as required or assigr	ied which a	are reas	onably within	the scope of the duties
conducting	g and sigi		MEDIATE SUPERVISOR (F uations; effectively recomm				wing work, preparing, action and adjusting grievances
					WORK	ING TITLE (IF	ANY)
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18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:				
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		ry or lead worker res entage(s) allotted.	ponsibilities <u>must</u> be des	cribed in a	detailed	duty stateme	ent(s) with a
	as check		title, position number, and r	umber of si	ubordinat	te incumbents	or authorized funded
	Position	Title	Position Nu	mber		No. of Incu	mbents or Funded Vacancies
Office Associa	te		30015-44-08-420-30-32	30015-4	4-08-40	0-23-32	2-3
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PERFORM ABILITIES	MANCE C <mark>5 AND LI</mark>	OF THE WORK OF TH		CE THERE	ARE NO	W SEVERAL	FOR THE SUCCESSFUL OPTIONS OF SKILLS AND AME AS SPECIFICATION"
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1. POSITION TITI	LE	W	ORKING TITLE (IF ANY)		BILINGUAL CODE	POSIT OPTIC	ION TITLE	2. POSITION NUMBER						
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New/Revised Position Office Associa	to				29		S2	30015	-44-03-0	000-1	0-38			
3. AGENCY		L	4. BUREAU/ DIVISION	1		<u>l_</u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
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	related legal correspo	ndenci	ecialized word proce	of re	y or boa	nctio		lving th	e acquis	ition	of inform	nation		
	from various sources	requiri	e, periorns a variety ng technical knowled	iae a	f the Be	nefit	Informa	ation Sv	/stem to	input	and ext	ract		
	information. On a rota	ational	basis, serves as offic	ce re	ceptionis	st and	timek	eeper.	Provides	; inter	pretativo	е		
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	attention: pric	ns anu vitizes	correspondence by f	rig ut tvne	of action	is, un 1 reai	ired F)evelon	s forma	ts or	inouts	ager 5		
			on from documents t									ents		
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			been approved.											
0504			te computerized systems, accesses databases						out ovtr	not re	wice an	d/or		
25%	2. Undeste trans	propria	on the Benefit Inform	natio	n Svstei	m Ro	alabase	s to m ocketing	and sv	stem	s to han	dle		
	documents s	ent via	e-fax, fax, and mail.	Acc	ess and	use	system	s relate	ed to voi	ce rec	ordings	and		
	prioritize issu	es, doo	cument results, creat	te rec	cords for	r use	by othe	er staff.	Archive	s and	tracks			
	information; s	perform	is functions related to	o dis	position	and r	nailing	of Boa	rd decis	ions i	ncluding	filing of		
	completed ca	ises, fil	e maintenance and r	retrie	val.									
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			quest for information;											
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15%	4. On a rotation	al basi	s, serves as office re	ecept	ionist; a	nswe	rs ques		oncernir	ig the	status (Jí ddroee		
	appeals and	greets r undel	visitors. Opens, sort ivered mail. Perform	is, pr	epares : itine equ	anu u linme	nsinbui nt mair	ies mai itenano	re functio	ans c ons	Unecia	uuless		
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% OF TIME	16. CON	IPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)
10%	5.	reviews for accurac processing; resolve	y and completion; enters informations all time s discrepancies. Maintains all time neets, leave requests, calendar and	approved leave requests and timesheets and on into automated timekeeping system for and attendance records including sign-in I FI-46 timesheets. Monitor and track employee
05%	6.	Performs other duti defined.	es as required or assigned that are	e reasonably within the scope of those previously
17. POSITION		AND NUMBER OF IMM	1EDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,
conducting	g and sig			imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
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18. CHECK TI	HE APPE	OPRIATE BOX IF THI	S POSITION IS A:	
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NOTE: S	uperviso	ory or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
l ti	i me perc o /as check	entage(s) allotted.		ubordinate incumbents or authorized funded
	Position	a Title	Position Number	No. of Incumbents or Funded Vacancies
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<u> </u>				······································
PERFOR	MANCE (S AND L	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno experience. legal termino software pro and telephor maintain cor	owledge Requires blogy. R grams (i ne syste nfidential	, skill and mental dev s extensive knowledg equires the ability to including but not limit ms. Requires the abi	ge of office practices and procedure use and operate complex compute ed to MS Word, Excel, PowerPoint lity to work within short timeframes	etion of high school and two years of office es; composition, grammar and spelling, including erized systems on mainframe, to use a PC with and Outlook), peripheral computer equipment, ; make decisions independently; work with and o type accurately at 45 wpm. Requires the ability
L	<u> </u>			

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER			
Existing Position					37015	5-44-06-3	330-0	0-31		
New/Revised Position	e Administrator		29	SS1	37015	5-44-16-	500-0	0-31	**	
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AVI AUTH	8.AUDIT	9. OFFICE USE	
Existing Position									3/1/2020 - update to	
New/Revised Position	t of Employment Security	Administration/		-	0	016	- N-	R	subord. and A/I code 11/16/22 - Update	
10. SECTION		Human Resource Mana 11. UNIT	12. TRAN			3. EFFECTIV	subords. PNC			
Existing Position	1. 10		CODE		_					
			03/01/2015							
New/Revised Position	Soloction				MA021 ESTABLISH					
				Rutan		22 EXEMI 24 POSIT				
14. WORK LOCA Existing Position	TION	15. BARGAINING/TERM COL	DE	Exempt	🛛 мсо	26 CLARI	FY			
Existing Position					ООМ 🛄 🛛	27 ADDIT 28 WORK	COUN			
New/Revised Position			-			21 ABOLIS 49 DOWN		REALLOCA		
Chicago, IL		RC063		N		50 LATER 58 UPWA				
% OF TIME	16. COMPLETE CURRENT AN	D ACCURATE STATEMEN	IT OF PO	SITION ESS						
20%	 procedures; directs sta projects; interprets pro assure they are being decree, Personnel Rul Plans, assigns, review Provides guidance and staff to meet day-to-da 	n; provides leadership an edures governing recruitn vs. Republican Party of II s to develop and coordina ffective working relations cutes, monitors and evalu- nt for IDES. Plans and dim aff in the on-going operati gram policies for staff; es met. Assures compliance es, labor contracts, agen s and evaluates work of s d training to assigned staff y operating needs; estab	d direction nent and linois" ju ate emplo- hips utilizan nates the ects the isons and stablishes e with the cy policies subordina f; counse lishes an	on to staff e selection a dicial decre cyment sele zing Spanisl Recruitmer implementa implementa s goals and e provisions es and any o ate staff; sel els staff reg inual goals	ngaged s it related e; explated ction events of English at & Sel tion of p ation of p objective of the for other related rves as arding v and objective	in the ir tes to th ins and valuatior sh skills ection so orogram Recruitn ves and 'Rutan v lated rul working vork per ectives;	nplem e adn interp serv with p ection polic nent & devel 's. Re es an supe forma appro	nentation ninistration prets pro- ices. private a nof the l ies and & Selection ops plan publicand d regula rvisor. noce; rea	n of ion of ogram and Human ion ns to n Party" ations. assigns e off;	
15%	 policy, procedures and implementation of corresupervision of a non-us 3. Develops the operation agency. Designs procevacancies. Establishes Implements and evaluations 	rformance evaluations. C I program operations. Dis ective action; when appro- nion supervisor to provide n of appropriate employm edures and processes to s and maintains interview ates operational policy an s relative to the agency's l ices are developed and s	cusses p opriate, c e relevan ent inten impleme ing and i d proced hiring pra	problem are conducts pre- t informatio viewing and ent a workab recruitment lures design actices. Wo	as and o e-discipl n or ass recruite le state relation ned to a orks with	coordina inary me sistance ment teo wide pla ships wi ssure co agency	ates tf eeting chniqu an for th ag omplia	he is under ues for th filling jo ency sta ance wit	the he b aff. h state	
DIRECTOR OF CI	MS SIGNATURE	ATE SUPERVISOR SIGNATUR	REAG	ENCY HEAD	SIGNATL	RE		DA	TE	
	16 139	NG GEIMI		-\-/6	D	Maya	-	04/09	/2015	
CMS-104 (Rev. 104 Mula 1	aps cott 4/17/15	ЦЦ APR 1 4 2015 Ву.			¥	-1				

16. (CONTINUE		4			
% OF TIME		ACCURATE STATEMENT OF POSIT			
15%	and public organizat recruiting applicants to recruit protected o	intains effective working relatio tions. Develops, promotes and for under-utilized positions. Pa class applicants and targeted a tive American and women.	facilitates jo articipates ir	bb placements for the outreach activities	ne Department by specifically designed
10%	completes candidate appropriate Rutan p	d Rutan interviewer and/or sits e evaluation forms, determines rocedures are followed and do assesses Spanish Speaking ab	candidate t	o be selected; mon completed accura	itors to ensure tely. Using the
10%	procedural review of accepting and / or re transmitting bidders	gaged in the process of posting f processing requests to post a ejecting requests to post. Ensu- lists and applications to manag- plicies and any other related ru	nd fill vacar res that the gers in acco	t positions. Establi procedures for cat rdance with Person	shes criteria for egorizing and
05%	recruitment activities	participation in job fairs, placen s. Prepares and distributes lite eer opportunities within IDES.	rature regar	ding the hiring proc	ess. Discusses the
05%	and procedures or re	employee orientation or other s elated human resource manag May set up and participate in s	ement proce	esses; provides adv	vice and instruction to
05%	9. Performs other dutie enumerated above.	es as required or assigned whic	h are reaso	nably within the sco	ope of the duties
		EDIATE SUPERVISOR (Respons			
	g and signing performance evalu umbent of this position.)	uations; effectively recommending	and imposin	g disciplinary action a	and adjusting grievances
			WORK	ING TITLE (IF ANY)	
SPSA, Opt 1	40070-44-16-000-00-01		Manag	ger of Human Reso	urce Management
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:			
	RVISOR OR 🗌 LEAD W	VORKER			
	uporvisory or load worker res	ponsibilities <u>must</u> be described	in a dataila	d duty statement(s)	with a
ti	me percentage(s) allotted.				
If a box w		title, position number, and number	of subordina	te incumbents or auth	norized funded
	Position Title	Position Number	10000 11 1		s or Funded Vacancies
	rces Specialist rces Representative	19693-44-16-500-10-01, -10-51		6-500-00-01, 00-51 6-500-00-01, 00-51	<u>1 - 3</u> 1 - 3
		19692-44-18-500-10-01, -10-5 1	19092-44-	0-500-00-01, 00-51	1=3
19. SPECIAL	ZED KNOWLEDGES SKILLS	ABILITIES, LICENSURE OR CER		NECESSARY FOR	THE SUCCESSEU
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE TH FICATION IDENTIFIED ON STAN	ERE ARE NO	OW SEVERAL OPTIC	ONS OF SKILLS AND
Requires kno	owledge, skill and mental dev	elopment equivalent to comple			
		ee years of progressively respo			
		h knowledge of the principles a			
		personnel rules as they apply t			
		elationships; interpret bargaini and evaluate candidate skills;			
		manner and to use a PC with r			
		ail. Requires ability to speak a			
Special Skill	is: Of the three years experie	ence, requires two years experi	ence in the	area of hiring unde	er the provisions of the
CMS Person	nel Code and Rules and exp	erience as a certified Rutan int	erviewer. R	equires extensive k	knowledge of
		software, including EELS (Ele			EERS (Personnel
		em) and the CMS Personnel In	yun y Syster	n.	

Existing Position	ΪĒ	N	ORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POSI		MBER			
Logardy Fostuan						47082	44-70-3	20-11	I-31		
New/Revised Position		-1		29	SS	47082-	44-70-43 44-72-1	0-00-3	1		
Ul Revenue A 3. AGENCY	nalyst 2		4. BUREAU/ DIVISION	20		5 EXMT	6 WORK	7 A/I	8 AUDIT	9 OFFICE	
Existing Position						CODE	COUNTY	AUTH	6 AUDI I	USE 12/01/21- P	
New/Revised Position											
	nt of Employment Se	ecurity	Revenue			0	016	2	R		
10. SECTION			11. UNIT	12. TRAN CODE	SACTION	1:	B. EFFECTI	VE DATE			
Existing Position				÷		1	******		10/16	12020	
Employer Rep New/Revised Position	porting					□ MA021 ESTABLISH □ MC022 EXEMPTCODE CHANGE					
Employer Ser	vices		Employer Account Analy	sis	, <u>~ .</u>						
14. WORK LOCA	TION		15. BARGAINING/TERM COD	Ę	Rutan Exempt		24 POSIT 26 CLARI		IMBER CH	IANGE	
Existing Position							27 ADDI 28 WOR				
							21 ABOLI	SH			
New/Revised Position			RC062		N		49 DOWN 50 LATER				
Chicago, IL % OF TIME			AND ACCURATE STATEMEN				58 UPWA		ALLOCATI	ON	
	16. COMPLETE CU	RRENT	AND ACCURATE STATEMEN		SHIUN ESS	ENTIAL	FUNCT	UNS			
25%	reviews and correc missing agency rec policy and procedu deactivation of pow request or need int 1. As a senior lev analysis of em answers comp Researches ar accounts inclu- issues with var PC and relevan contributions, e result of non-c	ts emplo quired do res to en vers of a erpretive el analy ployer re lex inqu ind analy ding but ious em nt compliane	ses ready for communication by erreports; communicates boumentation; provides tech in ployers by phone, correspondent torney submitted by represe eservices. St, performs complex UI Rev cords submitted to determine ries regarding liability and co zes records and documents not limited to accounts invol ployer reports, including but uterized systems to perform s the remittance submitted a ce with the UI Act; determine the Department. Utilizes Sp	with empl nical assi ondence a entatives. renue em ne liability ompliance ving com not limite analysis and deterr	ployers and/c stance and a and/or in per Utilizes Spa ployer accoo , correct cor e, requiring a stax proble plex predec ed to those s of affected a nines the ac of functional	unt mair advice re- rson. Co anish lan unt mair ntributior advance ms by m essor / s ubmitted iccounts curacy o referral	presenta egarding ntrols ac guage to tenance as and fin d knowle aking ad uccesso d through ; determ of the per when the	atives the U stivatic assis activi ancia edge c ljustm r acco n Gen ines t nalty a emp	to obtai I Act, ag on and/o to clients ities and al status of the UI ents to e punts. Re Tax; util ne corre assesse loyer ha	n gency or swho I detaile Act. employe esolves izes a izes a ict d as a	
200/	interpretive ser		into no and advice reserve	a the LILA		oliovas	darass	4			
20%	 Provides techn and/or their rep and methods o representative following estate variables to the Internal Reven 	ical assi presenta f determ s of curro plished p e employ ue Servi	stance and advice regarding tives by phone, corresponde ining contribution rate and c ent account status and/or or rocedures and guidelines; e ver tax rate. Responds to inq ce (IRS) regarding the certif its who request or need inte	ence and/ rediting p protest pr xplains th uiries from ication of	ct, agency p for in person bayments; ir rocedures. e impactof m employer agency hel	Explai forms er Respon the state s and/or	ns requi nployers ds to em experie their rep	remer and/o ploye nce fa preser	to empl hts of the or their r rate pro actor an htatives a	oyers e UI Act otests d other and the	
*	 interpretive ser Provides techn and/or their rep and methods or representative following estate variables to the Internal Reven language to as 	ical assi resenta f determ s of curro blished p e employ ue Servi sist clier	tives by phone, corresponde ining contribution rate and c ent account status and/or or rocedures and guidelines; e ver tax rate. Responds to inq ce (IRS) regarding the certif	ence and/ rediting p protest pro- xplains th uiries fro- ication of rpretive s	ct, agency p for in person ayments; in rocedures. e impact of m employer agency hel ervices.	Explai forms er Respon the state s and/or d UI tax r	ns requi nployers ds to em experie their rep ecords.	remer and/ ploye nce fa reser Utilize	to empl nts of the or their r rate pro- actor an ntatives a es Span	oyers e UI Act otests d other and the	
*	 Provides techn and/or their rep and methods o representative following estate variables to the Internal Reven 	ical assi resenta f determ s of curro blished p e employ ue Servi sist clier	tives by phone, corresponde ining contribution rate and c ent account status and/or or rocedures and guidelines; e ver tax rate. Responds to inq ce (IRS) regarding the certif its who request or need inte	ence and/ rediting p protest pro- xplains th uiries fro- ication of rpretive s	ct, agency p or in person ayments; ir rocedures. e impact of m employer agency hel ervices.	Explai forms er Respon the state s and/or d UI tax r	ns requi nployers ds to em experie their rep ecords.	remer and/ ploye nce fa reser Utilize	to empl nts of the or their r rate pro- actor an ntatives a es Span	oyers UI Act otests d other and the ish	

16. (CONTINUE	ED)			
% OF TIME		COMPLETE CURRENT AN	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
15%	3.	Utilizing a PC and relev	vant computerized systems, including	but not limited to GenTax, the Illinois Benefit
		Information System (IE	BIS), Benefit Charging System (BCS)	and Benefit Funding System (BFS), accesses
		computer screens for in	nquiry and input in order to research,	analyze and amend records to complete
	1			is ready for communication based on established
				its and/or uploads employer reports, including but
	Į.			contribution reports. Responds to inquiries from
				of any related reports. Utilizes Spanish language to
			est or need interpretive services.	· · · · · · · · · · · · · · · · · · ·
15%	4.	Analyzes and resolves	employer account discrepancies. Re-	views suspended employer contribution and wage
				t; adjusts the tax liability as it applies to
				various relevant automated systems impacted in
	l.			lines; sends notifications to employers and/or their
	ľ			nd/or maintains audit trails and notes to accounts for
				ons for rejection and communicates with employers
				ed documentation and/or correct the transmitted
	1			request or need interpretive services.
10%	5.	Evaluates employer do	ocuments submitted and determines th	heir accuracy, ensuring compliance with the UI Act;
				wage reports as a result of account maintenance;
			on to permit correct posting of the rep	
10%	6.	Controls activation and	Vor deactivation of nowers of attorney	submitted by employer representatives;
1070	ļ Ŭ.			elevant computerized systems, including but not
				vith powers-of-attorney; provides technical
				ailing of forms to employer representatives;
				r accounts for mass updates by service firms;
				ailing addresses for employer accounts are
			lated on agency held records.	ainig addresses for employer accounts are
		colabilioned and/or upu	ated of agency field records.	
05%	7.	Performs other duties a	as assigned or required that are reaso	onably within the scope of those previously
		enumerated above.		
17. POSITION	דוד א		MEDIATE SUPERVISOR (Responsible	e for assigning and reviewing work, preparing,
				l imposing disciplinary action and adjusting grievances
for the inc	umb	ent of this position.)		
				WORKING TITLE (IF ANY)
	~~		37015-44-70-430-00-01	
PSA, Opt. 1	3 7-	015-44-72-130-00-01	37015-44-70-430-00-01	
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IIS POSITION IS A:	
· _				
SUPEI	RVIS	OR OR 🗌 LEAD V	WORKER	
				· · · · · · · · · · · · · · · · · · ·
			sponsibilities <u>must</u> be described in a	a detailed duty statement(s) with a
		percentage(s) allotted.	title position number and number of a	ubordinate incumbents or authorized funded
headcour		necked above, instposition	ritte, position number, and number or s	aborumate incumbents of authorized funded
neadcoui		sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	10.		r ostion Number	No. of filed mberts of Funded vacancies
	7FD	KNOWLEDGES SKILLS	ABILITIES LICENSURE OR CERTIE	CATION NECESSARY FOR THE SUCCESSFUL
PFREOR	VAN	CE OF THE WORK OF TH	HIS POSITION NOTE: SINCE THERE	ARE NOW SEVERAL OPTIONS OF SKILLS AND
				RDS, THE PHRASE "SAME AS SPECIFICATION"
		GER BE USED.		
			elopment equivalent to four years of c	ollege with major coursework in accounting,
				ience in account maintenance, investigation and
				e Act; databases and hard copy information sources
used within I	DES.	including but not limited	to GenTax, the Illinois Benefit Inform	ation System (IBIS), Benefit Charging System
(BCS) and Be	enefi	it Funding System (BFS);	employer's rights and obligations rel	ated to unemployment insurance contributions.
				municate effectively, both orally and in writing, gain
				s and the public; effectively organize and analyze
				tributions. Requires the ability to use a PC and
				se management, e-mail, the Internet and
				and BFS. Requires ability to speak and write the
				in conjunction with Spanish speaking clients.

1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	NY) BILINGUAL POSITION TITLE CODE OPTION CODE 2. POSITION NUMBER								
Existing Position						47096-44-04-700-11-31						
New/Revised Position	ent			29	SS		47096-4			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			Financial Operations/ Q	ACR		0	016	Y	R			
10. SECTION	t of Employment Securi	ty				[-	SACTION	(·	A EFFECTIV	E DATE		
Existing Position				•		CODE						
-				03/16/2019								
New/Revised Position			Benefits Accuracy Meas	suremen	t	MA021 ESTABLISH						
Admin Plannir	ng		Rutan				22 EXEMI 24 POSIT	рт сор				
14. WORK LOCA	TION		15. BARGAINING/TERM CO	🛛 🖾 мсо	26 CLARI	FY						
Existing Position				MC0	27 ADDIT 28 WORK	COUNT						
New/Revised Position				1 🗌 MC1	21 ABOLI 49 DOWN	WARD						
Chicago, IL			RC062		N	-	50 LATER 58 UPWA					
% OF TIME			D ACCURATE STATEMEN			ENTIAL	FUNCTI	ONS				
20%	 (BAM) unit of the Illinois Insurance (UI) benefit p U.S. Department of Lat determines accuracy of recommended investiga employers, governmen violations of state and f written determination a data, prepares reports, and participate in trainin to assist clients who red 1. Performs audits of benefit payments b detects UI overpay interviews with clai clients who reques Act and DOL proce adjudication proces 	s Depa baymer bor (DC f mone ative te t agenc ederal nd/or d and m ng, won quest c a highl based L ments, mants t or nec subses; d	its of a highly complex, se rtment of Employment Sec its based upon the criteria DL); detects UI overpayme tary determinations issued chniques, procedures and cies and/or the general pul laws related to UI benefit lecision for each audit? atte akes recommendations to rkshops, and/or DOL mand or need interpretive services y complex, sensitive natur upon the criteria contained fraud and other violations selected by the DOL rando ed interpretive services; as which could or have affect etermines whether federal ployer representatives, ag	curity (ID contained nts, fraud l to claim l guidelin olic in pe payments ands hea improve dated per s. e for the in laws a of state com audit sesses a ed claim and stat	ES) to asse ed in laws and and other ants, ² utilizes es to intervi rson, by pho s and develor rings to pres processes er reviews of BAM unit of and policies and policies and federal program; ut and evaluato ant eligibility e laws and	ss the pr nd policie violation s guided ew and i one and/op additional related to f case fil f IDES to of the St laws. Sp es all fac of for UI b policies	opriety of es of the s of state question nteract v or in writ onal aud lence, ⁴ co o UI bend es; utiliz	of Une State and the s and vith cla ing to it lead ompile efits, ⁷ the prinois a ntensi nguag vant to ertifica owed	mploym of Illinoi federal la l other D aimants, detect ls; prepa s releval ravels to anish lar copriety of and the I ve audit e to assis the Illir tion and uniform	ent s and aws;' OL rres a nt audit attend nguage of UI DOL; ist nois UI /or y by		
15%	 Conducts in-depth and relevant softwa Benefit payroll recorreceive UI benefits findings into audit of 	audits audits are, use ords to and ev case file	nic records to determine weach audit. Travels to loca to determine accuracy of rest the definition of base per calculate the weekly bene valuate results against actions and agency, state and/or atistical survey database.	l and/or r monetary eriod spe fit amour ual mone	egional office determinat cified in the nt and numb stary determ	ces as di ions issu Illinois L er of we inations	rected to led to cla JI Act an eks clain issued.	perfo aimant d infoi nants Enters	orm these s; utilizir rmation f were elig s investig	e duties. ng a PC from gible to gative		
15%	the claimant was so interpretive service and federal policies	eparate s; dete s and g	of the last employing empled from employment; utilizer rmines whether claimants uidelines and the Illinois L	es Spani met all c JI Act.	sh language riteria for U	e to assis benefit	st clients eligibility	who r	equest o blished b	or need by state		
DIRECTOR OF C					GENCY HEAD			ļ	D,	ATE		
()	() 27	\Box	ECEIVEN		Hroma by	Jul	m	-	04/0	4/2019		
CMS-104 (Rev. 10/	9471L 401-0794 4-879	BY	APR 0 5 2019									

			·····		
16. (CONTINUE % OF TIME	16 COMP	LETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	ESSENTI/	AL FUNCTIONS (Continued)
15%	4. Utiliz inter by p bene sear clier mon	ting guided question views and interacts thone and/or in writin efit payments and de ch for work accordin its who request or ne etary determinations using but not limited	is and other DOL recommended inves- with claimants, employers, governme- ng to detect violations of state and fed evelop additional audit leads; contacts ng to state and federal policies and the eed interpretive services; secures doo s; audits claimants' dependencies to o to birth, marriage, death and/or divor	stigative ent agend leral law s employ e Illinois cumenta determin ce recon	techniques, procedures and methodology, cies and/or the general public in person, rs related to Unemployment Insurance (UI) yers to verify the accuracy of claimant UI Act; utilizes Spanish language to assist ation to determine the validity of non- ne accuracy of payments; obtains records ds to determine the extent to which each rels as directed to perform these duties.
15%	prep evid	erce a written detern	mination and/or decision for each auc	dit which nclusion	osoft Office Suite and Adobe Reader, states the relevant facts, summarizes the which sets forth the provision of the law ribed by the Illinois UI Act.
05%	may	be over / underpaid	hearings and/or administrative hearir I due to misinformation, errors and/or elevant issues to all parties.	ngs to pr or violat	esent evidence indicating that the claimant tions of the state or federal UI Act; explains
05%	age Syst with Prog mak	ncy, state and/or fed tem (IBIS) and the U DOL to ensure time gram as required by	leral computerized systems, including J.S. Department of Labor (DOL) quality and the second term of data for accurate computation the federal improper Payments Information the second s	y but not ty contro tion of the mation A	mpiles and enters relevant information into limited to the Illinois Benefit Information of statistical survey database; collaborates the improper payment rate for the UI Act (IPIA). Prepares reports of findings; and payment processes related to UI
05%			evelopments in laws, rules and regula orkshops, and/or DOL mandated pee		
05%	9. Perl abo		s required or assigned which are reas	sonably	within the scope of the duties enumerated
conductin	g and sign		MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievances
	27045	4 04 744 00 04	37015-44-04-700-11-01	WORK	ING TITLE (IF ANY)
PSA, Opt. 1		14-04-711-00-01 OPRIATE BOX IF THI			
10. CHECK I			IS FOSITION IS A.		
	RVISOR	OR 🗌 LEAD V	VORKER		
			ponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
	as checke	ntage(s) allotted. d above, list position t	title, position number, and number of su	ubordina	te incumbents or authorized funded
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
PERFOR ABILITIE	MANCE O	F THE WORK OF TH ENSURE OR CERTI	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
					ears of college with major courses in nvestigative experience performing major
adjudication	work involv	ved in the fact-finding	g process, preferably with experience	adjudic	ating Unemployment Insurance (UI)
					edge of Federal and State laws, rules and nerviewing practices and procedures;
investigatory	technique	s relative to the exar	mination records and the questioning	of perso	ons, math concepts, databases and hard
practices as t	hey relate	to the payment of U		ly agend	cy laws, policies and procedures to a local
office benefits	s program	communicate effect	tively both orally and in writing; and to	o use a	personal computer with related software tc.) and PDF software such as Adobe
Reader. Pref	ers candid	ates who are self-mo	otivated and possess strong organiza	ational a	nd time management skills. Requires ability
		th Spanish speaking		at a colle	oquial skill level in carrying out position

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1. POSITION TIT	ΓLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position								9.25			
New/Revised Position UI Special Ac			29	SS	47096	6-44-22	- <u>500</u> -	10-31			
3. AGENCY		4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8. AUDIT	9 OFFICE USE		
Existing Position									11/16/22 - PNC		
New/Revised Position		Service Delivery/	u.htes.e		0	016	2	R			
	nt of Employment Security	Unemployment Insurance	e Progra	ms	-	SACTION			E DATE		
10. SECTION	the second second	11. UNIT			CODE	SACTION	CTION 13. EFFECTIVE DATE				
Existing Position			09/01/2020								
New/Revised Position Benefit Paym		Special Investigations				21 ESTAE 22 EXEM		DECHANG	Æ		
14. WORK LOCA	ATION	15. BARGAINING/TERM CODE	-	Rutan Exempt	🖾 мсо	24 POSIT 26 CLAR	IFY				
Existing Position						27 ADDIT 28 WORF 21 ABOLI	COUN	IDENTICAL TY CHANC	L CHANGE Ge		
New/Revised Position					D MC1	49 DOWN	WARD	REALLOC	ATION		
Chicago, IL		RC062		N	D MC1	50 LATER	RDRE				
% OF TIME		AND ACCURATE STATEMEN investigations of a highly of						0.07007	ioty of		
20%	 unemployment benefit par related federal legislation. limited to multiple claims, employer schemes and st performs audits on unemp claim documents and relat leads; prepares decisions and/or federal law violated issues to all interested pat the general public. Utilizes Performs investigation unemployment benefit and related federal legistic but not limited to multi and stealing benefits not limited to state an employer community intensive investigator assess and evaluate during the period und limited to Microsoft Of provided by employer sources to determine 	yments based upon criteria Pursues cases that involv third party participation, mi tealing benefits through ide ployment insurance (UI) be ted records to establish the resulting in a conclusion a d and the application of per rties, including but not limit s Spanish language to assi ns of a highly complex and it payments based upon cri gislation. Pursues cases th iple claims, third party part through identity theft; collal d federal law enforcement to minimize improper paym y interviews by phone, in w all the factors which could o er examination. Using the I ffice Suite, the Illinois Bene s and other parties, analyz whether evidence is suffici tilizes Spanish language to	a containe e benefit suse of s ntity thef nefit clain e existen nd a dec nalties as ed to cla st clients sensitive teria con at involvi icipation, borates v agencies nent of Ul riting and or have a Departme efit Inform es docur ent to su	ed in laws a fraud for co social secur t. Conducts ms; compile ce of fraud y ision which prescribed imants, emp who reque e nature to a tained in law e benefit fra misuse of s with internal s, the Depar I benefits du d/or in perso affected the ent's compu- nation Systements and/op pport an all-	nd polic omplex s ity numl intensiv es, analy violatior set fort in the f oloyers, st or ne assess t ws and oud for c SSNs, f and ex- tment's ue to fra- on with o claimar iterized em (IBIS or electri- egation	ties of the schemes bers (SS ve inves vzes and vzes and raud provisi raud Ste s, incl Ns), i eval lops a ions c ovision ment a oretive scher emple oups, ue Div scher scher scher scher scher scher scher scher oups, ue Div scher scher scher scher scher poups, scher scher scher poups, poups, scher scher scher poups, scher scher poups, scher scher scher poups, scher scher scher poups, scher scher scher poups, scher sche scher scher scher scher scher	te of illi uding bi fictitious ry intervi- uates bi and purs of the sta ns; expl agencie e servic of State of mes, inco or sch includin rision ar mes. Co uding bi c, and d and their ayment	nois and ut not seviews; enefit sues ate ains the s and es. of Illinois cluding nemes ng but nd the onducts yers to enefits ut not ata r			
15%	from the Department's the Illinois Benefit Pay Benefit Claim docume	nemployment insurance be s computerized systems, ir yment Control (BPC) Syste ents, claims information in I ence of fraud violations.	ncluding l em, or as	out not limite directed, by	ed to Mi / compi	crosoft (ing, ana	Offiœ Ilyzing	Suite, I g and ev	IBIS and aluating		
10%		s by reviewing case files fo oll records, certifications, d									
DIRECTOR OF C	THIS SIGNATURE IMME	EDIATESUPERVISORSIGNATI		GENCY HEAD				D	ATE		
	0 0 39	5-2 to ma		hustin Ri	chand) by fil	ho	09/0	1/2020		
MS-104 (Rev. 10/9	94) IL 401-0794 Sh. o. Tool										
- and y	94) 11 401-0794 Au Jan 1/5 /20 Au Jan 41	oth	, ,								

16. (CONTINUE	D)		<u> </u>		
% OF TIME		COMPLETE CURRENT AND	D ACCURATE STATEMENT OF POSITION	IESSENT	FIAL FUNCTIONS (Continued)
10%	4.	to claimants, employe documents and/or oth storage and/or mainte	ers, government agencies and the g	general p ed to pay s and/or	
10%	5.	secures documentation recommended investig	ng external and internal resources; on to support allegations using ager gative techniques, procedures and zation of innovative creative investi	ncy, stat method	
10%	6.	considers demeanor a	utes, precedent decisions and rules	ight of ev	rmine competence and relevance; vidence presented; examines relevant gulations of the Department respective to
10%	7.	material evidence and		on and a	stating relevant facts, summarization of decision which set forth provisions of the ovisions.
10%	8.	(IDES) staff and/or sta based upon such evid to the Benefit Fraud S with Office of Attorney Inspector General offi	ate and/or federal government ager dence, recommending indictment ar Statute to the Attorney General, Satu General, State's Attorney, US Pos ices to coordinate exchange of infor ause and testifies in court as to the	ncies; pr nd crimir ies Attori stal Inspi rmation.	
05%		enumerated above.	as required or assigned which are		·
conductir	ig an		MEDIATE SUPERVISOR (Responsible aluations; effectively recommending and		gning and reviewing work, preparing, ng disciplinary action and adjusting grievances
	3	37015-44-22-500-10-3	31	WORK	(ING TITLE (IF ANY)
PSA, Opt. 1	-	37015-44-22-510-00-043	-		
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NOTE: S	upe	visory or lead worker rea	sponsibilities <u>must</u> be described in a	a detaile:	d duty statement(s) with a
ti Ifaboxw	me p as c	percentage(s) allotted.	n title, position number, and number of s		•
headcour		sition Title	Position Number	·,	No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL
ABILITIES	S AN				DW SEVERAL OPTIONS OF SKILLS AND IE PHRASE "SAME AS SPECIFICATION"
Requires know	owle	dge, skill and mental de			four years college with major courses in
			ion plus three years of local office p fact-finding process. Requires thoro		onal investigative experience performing
					nsurance (UI) benefits; the functional
relationships	wit	hin IDES relative to UI b	enefit investigations; the Benefit po	ortion of	the UI Act, related computer systems and
			knowledge of Federal and State law viewing practices and procedures; if		
examination	reco	ords and the questioning	g of persons, math concepts, databa	ases an	d hard copy information sources within
			ate effectively both orally and in writ		
but not limite	dto	Microsoft Office Suite (Word, Excel, PowerPoint, Outlook,	etc.) an	with related software packages, including d the Internet. Requires ability to travel ial skill level in carrying out position duties
		th Spanish speaking clie			

1. POSITION TIT	ĨLE.	WORKING TITLE (IF ANY)	BILINGUAL POSITION TITLE 2. POSITION NUMBER				S. S.S. SER.			
Existing Position										
New/Revised Position					4709	6-44-22	2-500	-20-31		
UI Special Ac	gent		29	SS	47096	44 22 52	0 10 3			
3. AGENCY	a)	4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	B.AUDIT	9 OFFICE USE	
Existing Position									11/16/22 - PNC	
New/Revised Position		Service Delivery/								
IL Departmer	nt of Employment Security	Unemployment Insurance	e Progra	ms	0	016	2	R		
10. SECTION	e 24	11. UNIT	12. TRAN CODE	SACTION	1:	B. EFFECTI	VE DATE			
Existing Position	AU									
						09/01/2020				
New/Revised Position		Investigations Unit I				21 ESTAE	ILISH			
Benefit Paym				Rutan		22 EXEM 24 POSIT				
14. WORK LOCA	ATION	15. BARGAINING/TERM CODE	E	Exempt	🖾 МСО	26 CLAR	IFY			
Existing Position						27 ADDIT 28 WORH			LCHANGE	
	17 million - 10				21 ABOLI	SH				
New/Revised Position		RC062		N		49 DOWN 50 LATER				
Chicago, IL		-	TOFRE			58 UPWA	RDRE			
% OF TIME		AND ACCURATE STATEMEN investigations of a highly of						opricht	of	
30%	 and the U.S. Department investigatory interviews; p and evaluates benefit clair follows up on reports of al leads; prepares decisions and/or federal law violated issues to all interested pat the general public. Utilized Performs investigation benefit payments base DOL for an assigned writing and/or in perso or have affected the or and analyzes employ reports, to monitor UI accordance with state systems, including bu and GenTax, and dat records and their sou payment. Utilizes Sp 	yments based upon the crit of Labor (DOL) for an assig performs audits on unemplo m documents and related r llegation of fraud utilizing e: resulting in a conclusion a d and the application of per rties, including but not limit s Spanish language to assi ns of a highly complex, ser red upon the criteria contair area within the state. Cond on with claimants and emplet claimants' eligibility for UI be er report submissions, inclu- benefits paid to claimants and federal laws, rules an it not limited to Microsoft O a provided by employers a rces to determine whether anish language to assist cl	gned area byment in records to xternal al and a dec nalties as ed to cla st clients stilve na hed in law lucts inte loyers to enefits di uding but with unrea d regular ffice Suit nd other evidence ients who	a within the surance (U o establish f nd internal f ision which s prescribed imants, em s who reque ture to asse ws and polic nsive inves assess and uring the pe t not limited eported emp tions. Utilizi e, the Illinoi parties, and s sufficien o request or	state. (I) benefi- the exis resource set fort in the f bloyers, st or ne ess the p cies of the tigatory l evalua riod und to quar bloymen ng the I s Benefi alyzes d t to sup need in	Conducts it claims tence of es; deve h provisi raud pro governi ed inter oropriety te all the der exar terly, mo t and/or Departm it Inform ocumen port alle terp retiv	s inter ; com frauc- lops a ions covision ment a pretive of un of	nsive piles, a l violatic and purp of the sit agencie e servic nemploy nois and phone, ors whic on. Rev and ne ings, in compute System d/or elec n of imp rvices.	nalyzes ons; sues ate ains the s and es. ment d the in ch could iews w hire erized o (IBIS) ctronic roper	
20%	reports generated fro Office Suite, IBIS and analyzes and evaluat accessible employer allegation of fraud util staff at local offices and support allegations us and methodology.	nemployment insurance be m the Department's compu- l the Illino is Benefit Paymer es benefit claim documents records to establish the exi lizing external and internal nd/or the general public; de sing agency, state and/or D	Iterized s Int Contro s, claims stence of resource evelops a OOL record	ystems, inc of (BPC) System information f fraud viola s, including and pursues mmended in	luding b stem, or in IBIS tions; fo but not leads; nvestiga	as direct as direct and any pllows up limited secures ative tech	mited cted; (relat con r to em docu	to Micro compile ed ager eports o ployers, mentations es, proc	osoft s, ncy of , agency on to ædures	
DIRECTOR OF C	A him A him -	EDIATE SUPERVISOR SIGNATU						D	ATE	
	() () ³⁹	2	_ ∤	Sustin R	chard	10,00	White	09/0	1/2020	
MS-209 (Rev. 10/	94) JL 401-0794	· · · · · · · · · · · · · · · · · · ·				C Q				
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16. (CONTINUE	D)	· · ·							
% OF TIME		COMPLETE CURRENT AND	D ACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)				
20%	3.	B. 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.	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%		enumerated above.	as required or assigned which are r						
conductin	g an	LE AND NUMBER OF IM d signing performance eva ent of this position.)	MEDIATE SUPERVISOR (Responsible aluations; effectively recommending and	for assig I imposin	gning and reviewing work, preparing, g disciplinary action and adjusting grievances				
		7015-44-22-500-20-01		WORK	ING TITLE (IF ANY)				
PSA, Opt. 1	-	7015-44-22-500-20-01 7015-44-22-520-00-01							
18. CHECK TE	IE A	PPROPRIATE BOX IF TH	IS POSITION IS A:						
	vis	OR OR 🗆 LEAD V	WORKER						
NOTE: S		winner or load worker re-	sponsibilities <u>must</u> be described in a	-l-tailod					
		visory or lead worker res percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a				
If a box w	as cl		n title, position number, and number of s	ubordina	ate incumbents or authorized funded				
headcoun		sition Title	Depilien Number						
N/A	FUS		Position Number		No. of Incumbents or Funded Vacancies				
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.									
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									
effectively bot	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									
			. Requires ability to travel occasional		ires ability to speak and write the Spanish				

1. POSITION TI	TLE	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER									
Existing Position											
New/Revised Position	n					47096-44-22-500-30-31					
UI Special A	gent	29 SS			47096-44-22-530-10-31 5 EXMT 6 WORK 7 A/I 9 OFFICE						
3. AGENCY Existing Position		4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE 11/16/22 - PN0		
Existing Fosition								1	11/10/22 - 110		
New/Revised Position	nt of Employment Security	Service Delivery/			0	016	2	R			
		Unemployment Insurance	e Progra	ms				3. EFFECTI			
10. SECTION Existing Position	51.8° X - 1 - X				12. TRANSACTION 13. EFFECTIVE DAT						
Existing Foshion					09/01/2020						
New/Revised Position	n										
Benefit Payn	nent Control	Investigations Unit II				MA021 ESTABLISH MC022 EXEMPTCODE CHANGE					
14. WORK LOC	ATION	15. BARGAINING/TERM CODE	=	Rutan Exempt		24 POSI		UMBER CH	ANGE		
Existing Position						27 ADDE	IONAL		LCHANGE		
						28 WORI 21 ABOL		ITY CHAN	3E		
New/Revised Position	n	RC062		N		49 DOW					
Chicago, IL						58 UPWA	ARDRE				
% OF TIME		AND ACCURATE STATEMEN						roprict	<u></u>		
		investigations of a highly of yments based upon the crit									
	investigatory interviews;	performs audits on unemplo	of Labor (DOL) for an assigned area within the state. Conducts intensive erforms audits on unemployment insurance (UI) benefit claims; compiles, analyzes								
			ocuments and related records to establish the existence of fraud violations;								
		llegation of fraud utilizing ex resulting in a conclusion a									
		d and the application of per									
		irties, including but not limit									
		s Spanish language to assi									
			•								
30%	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 co 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 hi reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in						h could				
							whire				
		e and federal laws, rules an							erized		
		ut not limited to Microsoft O									
					alyzes documents and/or electronic						
		rces to determine whether							roper		
	payment. Utilizes Sp	anish language to assist cl	ients who	o request o	r need II	nterpreti	ve se	rvices.			
20%	2. Performs audits on u	nemnlovment insurance he	nefit clai	ms with no	tential fr	audove	rnavn	nents ha	sed on		
2070	 Performs audits on unemployment insurance benefit claims with potential fraud overpayments base reports generated from the Department's computerized systems, including but not limited to Microso 										
Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compile											
		es benefit claim documents									
	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, ager 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, procedure										
	and methodology.				5						
B (B (B)						105		-	ATC		
DIRECTOR OF	dus signature imm	EDIATE SUPERVISOR SIGNATI		GENCY HEA		-			ATE		
	() 39		- 1	Suistin f	Khaid	J 63 XC	hir	09/0	1/2020		
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>-Sucos	94)11 401-0794 Autora	1									
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16. (CONTINUE	:D)								
% OF TIME			ID ACCURATE STATEMENT OF POSITIC						
20%	3.	not limited to payroll re handwriting exemplar to employers and othe and notices, investiga employment, provides	records, certification, depositions, rs. Explains and interprets unempl per interested parties as they relate ative processes and collection noti	record oymer to Illir ces; ai f inves	of supportive documentation, including but d of proper notice to all parties and nt insurance (UI) laws, rules and regulations nois Benefit Payment Control (BPC) forms inswers questions concerning wages and stigations; explains appeal rights to the st or need interpretive services				
10%	4.	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.	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%	}	enumerated above.			onably within the scope of the duties				
conductin	ng an	TLE AND NUMBER OF IM Id signing performance eva pent of this position.)	MEDIATE SUPERVISOR (Responsib aluations; effectively recommending a	ble for a nd impo	assigning and reviewing work, preparing, osing disciplinary action and adjusting grievances				
				Twc	DRKING TITLE (IF ANY)				
PSA, Opt. 1	з	7015-44-22-530-00-01	37015-44-22-500-30-01						
		PPROPRIATE BOX IF TH							
			lia Poartion 13 A.						
	RVIS	OR OR LEAD	WORKER						
NOTE: S	iuper	rvisory or lead worker re	esponsibilities <u>must</u> be described in	a deta	ailed duty statement(s) with a				
ti	ime p	percentage(s) allotted.	·						
lfaboxw headcour		hecked above, list position	h title, position number, and number of	suboro	dinate incumbents or authorized funded				
		sition Title	Position Number		No. of Incumbents or Funded Vacancies				
N/A									
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.									
					our years college with major courses in nal investigative experience performing major				
					of local office automated systems, programs				
and practices	s as tl	hey relate to the paymen	nt of Unemployment Insurance (UI) t	penefit	ts; 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 in	ntervi	iewingpractices and proc	cedures; investigatory techniques re	lative t	to the examination records and the questioning				
of persons, m	ath o	concepts, databases and ally and in writing; prepa	I hard copy information sources with the case reports for referral to prose	in IDE	S. Requires the ability to communicate agency; testify in court in fraud cases; and to				
use a persona	al co	mputer with related softw	ware packages, including but not lim	ited to	Microsoft Office Suite (Word, Excel,				
PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients									

POSITION DESCRIPTION

1

1. POSITION TITLE		WORKING TITLE (IF ANY)	WORKING TITLE (IF ANY) BIUNGLAL POSITION TITLE CODE OPTION CODE			2. POSITION NUMBER					
Existing Position											
New/Revised Positio	n		29 SS			47096-44-22-500-60-31					
UI Special A	gent					47096-44-22-500-60-31 47096-44-22-560-10-34- 5.EXMT 6.WORK 7.A4 AUGUST 8. OFFICE					
3. AGENCY Existing Position		4. BUREAU/ DIVISION	~~~~	2 - 24 - 24	CODE	DOUNTY	AUTH	8.AUDIT	USE 11/16/22 - PNC		
New/Revised Positio	n ent of Employment Secu	rity Service Delivery/ UI Pr	rograms		0	016	2	R			
10. SECTION		11. UNIT			12. TRANSACTION 13. EFFECTIVE DATE CODE						
Existing Position					11/16/2020						
New/Revised Positio		Overpayment Collection	ns		MA021 ESTABLISH						
Benefit Payn	nent Control			Rutan		22 EXEM					
14. WORK LOC	ATION	15. BARGAINING/TERMCC	DE	Exempt	🛛 МСС	26 CLAR	IFY				
Existing Position					D MCC	28 WORI	< COUN		L CHANGE GE		
New/Revised Positio		and the second second second second second second second second second second second second second second second		-	MD021 ABOLISH						
Chicago, IL		RC062		N	D MC1	50 LATE	RALRE	ALLOCAT	ON		
% OF TIME	16 COMPLETE CURR	ENT AND ACCURATE STATEMEN		SITION ESS		58 UPW		ALLUCAI			
NOT THE		oms specialized collections wo						ent bene	efit		
		on the criteria contained in laws									
		. Interacts with claimants, gove									
		ons. Conducts investigations to									
		not limited to current employme									
		s; coordinates information and a									
		ication of all monies collected or									
				_							
35%		lized collections work relative to									
	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										
			utilizing highly skilled interviewing techniques and knowledge of applicable laws,								
			procedures, establishes individual repayment agreements based on each								
		to repay, the amount and type							ect		
repayment. Utilizes Spanish language to assist clients who request or need interpretive services.											
0504		\$	-	·····	4 I ^a				C		
25%			ency reports and computer systems, including but not limited to Microsoft Office nefit 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										
					ccordance with established agency						
		ires documentation; analyzes a									
	-	ayment amounts.									
1001		ation on han fit as some states			الد مرد م						
10%		ation on benefit overpayments;	•	• •	•			-	-		
	presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Illinois Unemployment Insurance Act and related Federal legislation.							ine			
				i icyisiduUll.							
10%	Illinois Comptroller in accordance applicable laws, rules and regulations, including but not limited to								by the		
	Illinois Revised Statutes Chapter 15, paragraph 210.5; invokes the offset when relevant.										
	CMS SIGNATURE	IMMEDIATE SHOP FRAME BOTH OF CO		GENCY HEAD	SIGNAT	URF		Г	ATE		
n	- x I		- CEIVINGERICHA OBILIO - CONT			Pelady sty					
yane	Jonle	DUKENU OF FERGULINE	1	MANNE	ustin Rehard as Stilling 11/09/2			9/2020			
S-104 (Rev. 10	19/4) IL 409-0794 (TAN)	NOV 18 REC'D					neerlette A.				
"Slices	194)11 489-0794 STOP)U 1219120 101										
	101	TEALINGAL OF DUR									
TECHNICAL SERVICES											

16. (CONTINUE % OF TIME	D)		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)				
		LETE CONCENT AND						
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%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 							
conductin	ig and sig	ND NUMBER OF IMM ning performance eval f this position.)	IEDIATE SUPERVISOR (Responsible luations; effectively recommending and	e for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances				
	37015	-44-22-500-60-01		WORKING TITLE (IF ANY)				
PSA, Opt 1	-37015-	44-22-560-00-01						
18. CHECK TH	HE APPR	OPRIATE BOX IF THI	IS POSITION IS A:	· · · · · · · · · · · · · · · · · · ·				
	RMSOR	OR 🗌 LEAD V	VORKER					
ti	i me perce /as check	entage(s) allotted.	ponsibilities <u>must</u> be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded				
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies				
N/A	103/001							
			· · · · · · · · · · · · · · · · · · ·					
			· · · · · · · · · · · · · · · · · · ·					
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.								
Business La	w and B	usiness Administrati	ion plus three years of local office p	n of four years college with major courses in 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	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 limite	ed to Mic	rosoft 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		WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE CODE OPTION CODE			2. POSITION NUMBER				
Existing Position									
New/Revised Position					47000 44 22 500 80 24				
UI Special Ag		29 SS			47096-44-22-500-80-31 47096-44-22-580-10-31				
3. AGENCY		4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 A/I AUTH	8 AUDIT	9 OFFICE USE
Existing Position									11/16/22 - PNC
New/Revised Position		Service Delivery/						ł	
IL Departmer	nt of Employment Security	Unemployment Insurance	e Progra	ms	0	022	2	R	
10. SECTION	A provention of the second sec	11. UNIT	er iogia	1113		SACTION	1	3. EFFECTI	VE DATE
Existing Position	Ver etc.	1			CODE				
					09/01/2020				
New/Revised Position				19					
Benefit Paym	nent Control	Investigations Unit III			MA021 ESTABLISH MC022 EXEMPT CODE CHANGE				
14. WORK LOCA		15. BARGAINING/TERM CODE		Rutan Exempt		24 POSIT		IMBER CH	ANGE
Existing Position		13. BARGAINING/TERM CODE				26 CLAR 27 ADD11		IDENTICA	LCHANGE
						28 WOR	(COUN	TYCHAN	GE
New/Revised Position	7					49 DOW	WARD		
Lombard, IL		RC062		N		50 LATER 58 UPWA			
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEMEN	IT OF PO	SITION ESS					011
		s investigations of a highly o						ropriety	of
	unemployment benefit pa	ayments based upon the crit	teria con	tained in lav	ws and p	oolicies o	of the	State c	
		t of Labor (DOL) for an assi							
		performs audits on unemplo							
		im documents and related r							
		allegation of fraud utilizing ex s resulting in a conclusion a							
		ed and the application of per							
		arties, including but not limit							
		s Spanish languageto assi							
30%	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								
		area within the state. Conducts intensive investigatory interviews by phone, in on with claimants and employers to assess and evaluate all the factors which could							
		claimants' eligibility for UI b							
	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								
		e and federal laws, rules an							
		ut not limited to Microsoft O							
		ta provided by employers a							
		irces to determine whether							roper
	payment. Utilizes Sp	panish language to assist cli	ients who	request or	need in	iterpretiv	/e sei	vices.	
20%	2. Performs audits on u	inemployment insurance be	nefit clair	ns with not	ontial fra	aud over	mavm	ents ha	sed on
2078		om the Department's compu							
		d the Illinois Benefit Paymer							
		tes benefit claim documents							
	accessible employer	records to establish the exi	stence of	f fraud viola	ations; fo	llows up	o on r	eports c	of
	allegation of fraud utilizing external and internal resources, including but not limited to employers, agence 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								ædures
	and methodology.								
DIRECTOR OF (MS SIGNATURE	EDIATE SUPERVISOR SIGNATURE AGENCY HEAD		SIGNAT	URE			ATE	
	$\land U$		1 .						
	Vanel forde	ž	17	rustin R	Chenca	of Add	Volais	09/0	1/2020
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MS-104 (Rev. 10/94) 1,40120194 Charle Tepret Sucar 9/15/20 Sharle Tepret									
	5/15/2								
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		Add I haven a							

16. (CONTINUE	D)								
% OF TIME	16.	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)						
20%	3.	Prepares for decisions by reviewing the file for completer not limited to payroll records, certification, depositions, re handwriting exemplars. Explains and interprets unemploy to employers and other interested parties as they relate to and notices, investigative processes and collection notice employment; provides general information and status of i public. Utilizes Spanish language to assist clients who re-	cord of proper notice to all parties and yment insurance (UI) laws, rules and regulations o Illinois Benefit Payment Control (BPC) forms es; answers questions concerning wages and nvestigations; explains appeal rights to the						
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 enumerated above.	reasonably within the scope of the duties						
conductin	g an	LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible d signing performance evaluations; effectively recommending and ent of this position.)							
	3	7015-44-22-500-80-01	WORKING TITLE (IF ANY)						
PSA, Opt. 1		7015-44-22-580-00-01							
		PPROPRIATE BOX IF THIS POSITION IS A:							
_		_							
	RVIS	OR OR 🗌 LEAD WORKER							
NOTE: S	uper	visory or lead worker responsibilities <u>must</u> be described in a	detailed duty statement(s) with a						
	•	percentage(s) allotted.							
headcour		hecked above, list position title, position number, and number of s	ubordinate incumbents of autoonzed funded						
	Pos	sition Title Position Number	No. of Incumbents or Funded Vacancies						
N/A									
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.									
		lge, skill and mental development equivalent to the completion							
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									
		efit investigations; the Benefit portion of the UI Act, related com dge of Federal and State laws, rules and regulations applicabl							
finding and in	tervi	iewing practices and procedures; investigatory techniques rela	tive to the examination records and the questioning						
of persons, m	ath d	concepts, databases and hard copy information sources withir	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, C	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.								