

State Services Assurance Act Annual Report



IDFPR

Illinois Department of
Financial and Professional Regulation

Last Updated: 03/27/2025



JB Pritzker
Governor

Mario Treto, Jr.
Secretary



IDFPR

Illinois Department of Financial and Professional Regulation

Office of the Secretary

idfpr.illinois.gov

JB PRITZKER
Governor

MARIO TRETO, JR.
Secretary

March 27, 2025

To the Honorable Members of the General Assembly:

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Illinois Department of Financial and Professional Regulation's ("IDFPR") 2025 Annual Report.

As required by law, the Annual Report contains the most recent comprehensive staff list of bilingual frontline IDFPR employees in bargaining units represented by the American Federation of State, County, and Municipal Employees ("AFSCME").

The chart below identifies bilingual frontline IDFPR staff as of March 1, 2025, and includes each employee's name, position title, position description, and language spoken.

Illinois Department of Financial and Professional Regulation Bilingual Onboard Frontline Staff as of (March 1, 2025)

Employee Name	Position Title	Position Number	Bargaining Unit	Language Spoken	Position Description
Alday, Javier	Financial Institutions Examiner III	14973-13-20-206-30-02	RC 62	Spanish	See Appendix A
Almaraz, Lidia	Executive I	13851-13-20-207-10-01	RC 62	Spanish	See Appendix A
Guzman, Carmen	Real Estate Investigator	37730-13-50-400-30-02	RC 62	Spanish	See Appendix A
Linares Zavala, Jaime	Administrative Asst I	00501-13-20-500-01-01	RC 28	Spanish	See Appendix A
Pantoja, Jessica	Public Service Administrator, Opt.SS1	37015-13-40-905-00-01	RC 63	Spanish	See Appendix A
Torres, Maritza	Office Associate	30015-13-40-924-10-02	RC 14	Spanish	See Appendix A

The Illinois Department of Financial and Professional Regulation recognizes the importance of recruiting and retaining bilingual employees and remains committed to Diversity, Equity and Inclusion to further ensure that all Illinois residents can fully access the agency's services. Should you have any questions concerning the report please feel free to contact George Cotton, EEO/AA Officer by email at george.l.cotton@illinois.gov or by phone at 312-814-1764.

Sincerely,

Mario Treto Jr.
Secretary

Appendix- A

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS		14973-13-20-206-30-02		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION									
Financial & Professional Regulation		Financial Institutions			0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		11/01/2022		
NEW/REVISED POSITION									
Consumer Credit		Licensing & Examining							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION									
Cook		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
35%	<p>1. Utilizing computers and software developed by the Department, individually or as examiner in charge of one or more lower-level examiners, conducts statutory examinations of books, ledgers, accounts, records, and files relative to the operation of financial institutions regulated by the Section.</p> <ul style="list-style-type: none"> • Travels to such entities to conduct examinations. • Prepares detailed reports to ensure compliance with State and Federal regulatory requirements/statutes/provisions. • Confers, when required, with institutions' management in review of the examination report. 								
20%	<p>2. Reviews and issues other examiners' reports of examination and licensees' responses to examination findings.</p> <ul style="list-style-type: none"> • Corrects reports of examination. • Prepares and issues notices of fines. • Compiles detailed and comprehensive reports to support findings of violations of Acts, rules, and procedures developed from regular or special examinations of all licensees regulated by the Section for superior. • Directs memoranda to designated Division personnel of new services being provided by the licensee, outlining the nature of these services on any noted problems. 								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
		<ul style="list-style-type: none"> Makes recommendations to designated Division personnel of possible new examination techniques to discern examination violations of a unique nature.
15%	3.	<p>Discusses with licensee management the cited examination violations and appropriate method to correct said findings.</p> <ul style="list-style-type: none"> informs licensee management of changes to applicable statutes and rules and advises designated Division personnel of questions addressed by licensee related to examination procedures, statutory/regulatory provisions and possible appropriate operating procedures of the licensee as presented during the examination process. Travels to conduct these duties.
10%	4.	<p>Gathers and reviews data for the preparation of financial analysis and trend evaluations of licensees.</p> <ul style="list-style-type: none"> Represents the division and or department in judicial or other hearings relating to the Section.
10%	5.	<p>Translates requirements and instructions for statutory examinations into Spanish for non-English speaking licensees and the public.</p> <ul style="list-style-type: none"> Assists other Department staff by providing translation from English to Spanish and vice versa during examinations and conference calls and by translating written documents and correspondence.
5%	6.	<p>Assists in training of lower-level examiners and attends training seminars offered by the Department and national associations.</p> <ul style="list-style-type: none"> Performs analysis, reports on findings, and provides recommendation to improve performance of the unit. Travels to conduct these duties.
5%	7.	<p>Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>
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)
Senior Public Service Administrator 40070-13-20-206-00-01		Assistant Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker <input type="checkbox"/> Supervisor		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to the completion of four years of college; or possession of a Certified Public Accountant rating.
2. Requires four years of professional experience involving either examinations of financial institutions or an equivalent professional level position within a financial institution.

Per the Supplemental Agreement: Any Financial Institution Examiner II who meets satisfactory performance levels in the position (3) consecutive years and have been in their position for at least (3) years shall be advanced to the Financial Institution Examiner III title.

Preferred Qualifications

1. Prefers thorough knowledge of all ACTS regulated by the Section.

20. CONDITIONS OF EMPLOYMENT

1. Requires a valid appropriate driver's license and access to a vehicle for travel.
2. Requires the ability to travel frequently and extensively, both in-state and out-of-state.
3. Requires the ability to pass an agency conducted background check.
4. Requires the ability to speak and write Spanish at a colloquial skill level.

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

Under general direction, individually or while serving as examiner in charge conducts examinations and investigations of books, accounts, records, and files relative to the operation of financial institutions regulated by the Section. Reviews and issues other examiners' reports of examination. Compiles detailed and comprehensive reports to support findings of violations of Acts, rules, and procedures. Discusses with licensee management the cited examination violations. Travels to various sites to conduct investigations relating to consumer and other inquiries. Compiles reports relative to findings. Acts as Spanish speaking interpreter.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Pascondo by Debra Short 1/19/23</i>		<i>Mark Tute Jr</i>	10/25/2022

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION								
Executive I				29	SS	13851-13-20-207-10-01		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
Financial & Professional Regulation		Financial Institutions		0	016	1	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION						11/01/2022		
NEW/REVISED POSITION								
Consumer Credit		Loan Institutions						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
Cook		RC062		N				
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
25%	<p>1. Interprets and implements policies, procedures, laws, and rules regarding the processing of license applications to ensure compliance with the existing acts and rules and regulations.</p> <ul style="list-style-type: none"> • Implements programs to improve effectiveness and quality of work performed by subordinate staff. • Provides input regarding operational functions required to license the professions regulated by the Section. 							
25%	<p>2. Coordinates initial analysis of applications submitted to the Section to ensure that proper documentation and appropriate remittance have been submitted.</p> <ul style="list-style-type: none"> • Analyzes and makes written recommendations regarding all requests for name changes, relocations, and merger and acquisitions to determine that all necessary materials and remittances have been received. • Directs written correspondence and communicates with licensees and license applicants detailing deficiencies and possible appropriate corrective measures. 							
15%	<p>3. Receives and responds to written and verbal inquiries from the public, registrants, applicants, associations, organizations, schools, etc., to resolve complex licensure related issues/matters.</p> <ul style="list-style-type: none"> • Performs compliance reviews of existing procedural and program manual information, initiates procedural and program manual revisions as necessitated by changes in applicable licensing laws, rules, policies, and procedures. 							
10%	<p>4. Provides input and recommendations to superior regarding operational functions related to</p>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	licensure and re-licensure in the designated professions. <ul style="list-style-type: none"> • Implements programs to improve effectiveness, quality, and efficiency of the licensure process. • Consults with Department staff to resolve administrative licensure related matters. 	
10%	5.	Directs the review, evaluation, and processing of those licensing applications which are of a non-routine and often complex nature. <ul style="list-style-type: none"> • Assists in the coordination and scheduling of examinations of licensees regulated by the Section.
10%	6.	Translates procedures, questions, and documents into Spanish for individuals who cannot speak or read English. <ul style="list-style-type: none"> • Assists other Department staff by providing translation from English to Spanish and vice versa during conference calls and by translating written correspondence.
5%	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)
Public Service Administrator 37015-13-20-207-00-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker		
<input type="checkbox"/> Supervisor		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<u>Minimum Qualifications</u>		
1. Requires knowledge, skill, and mental development equivalent to completion of four years of college, preferably with coursework in business or public administration.		
2. Requires one year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program.		
3. Requires ability to speak and write Spanish at a colloquial skill level.		
<u>Prefemed Qualifications</u>		
1. Prefers at least four years of experience in the field of banking, financial institutions, or similar.		
2. Prefers at least four years of experience in the regulation or auditing of banks or financial institutions.		

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.

- 3. Prefers a bachelor's degree in accounting, finance, or similar.

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to pass an agency-conducted background check.
- 2. Requires ability to speak and write Spanish at a colloquial skill level.

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

Under general direction, interprets and implements policies, procedures, laws, and rules regarding the processing of license applications to ensure compliance with the existing acts and rules and regulations in the Consumer Credit Section of the Division of Financial Institutions. Provides input regarding operational functions required to license the professions regulated by the Section. Coordinates initial analysis of licensure applications for professions regulated by the Section, to ensure that proper documentation and appropriate remittance have been submitted. Receives and responds to written and verbal inquiries from the general public, registrants, applicants, associations, licensees, organizations, schools, etc., to resolve complex licensure related issues/matters. Translates procedures, questions, and documents into Spanish for individuals who cannot speak or read English.

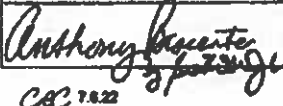
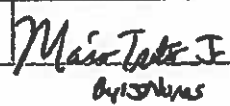
22. ABOUT THE AGENCY/BUREAU/PROGRAM

IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Pasento by Debra Short 1/19/23</i>		<i>Marie Trute Jr</i> <small>8-15-2022</small>	10/25/2022

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS		37730-13-50-400-30-02		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		Real Estate		0	016	2	R		
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION						06/01/2022			
NEW/REVISED POSITION		Real Estate Investigations		Upstate Investigations		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION		Cook		RC062		N			
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
35%	1. Travels to conduct complex, sensitive overt and covert investigations/inspections of alleged or suspected violations of the Division of Real Estate Licensing Acts and the rules for the administration of the acts.								
20%	2. Collects, organizes, and preserves evidentiary materials, such as exhibits, interrogation statements of subjects and witnesses, and copies of records. <ul style="list-style-type: none"> Assimilates evidentiary material in comprehensive reports covering investigative activity, manages caseloads, recommends action to prosecutor/regulatory attorneys. 								
10%	3. Provides testimony in courts of law and regulatory/administrative hearings. <ul style="list-style-type: none"> Serves as departmental representative and liaison with defense counsel, State's Attorney, Attorney General, and regulatory attorneys. Travels to conduct these duties. 								
10%	4. Serves as Spanish speaking interpreter providing technical and investigative expertise to Spanish speaking real estate licensees. <ul style="list-style-type: none"> Interprets the Division of Real Estate Licensing Acts and the rules and regulations promulgated by the Department. 								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
5%	5.	Cooperates and provides investigative assistance to other local, State and Federal agencies in order to expedite cooperative investigations.
5%	6.	Analyzes data, computer print-outs, and statistical samples to identify trends and to initiate investigations.
5%	7.	Participates in developing and providing training for in-service investigative personnel, including curriculum development. <ul style="list-style-type: none"> • Recommends pertinent policies and procedures to manager for effective and efficient audit program.
5%	8.	Compiles data and documentation in support of projected requirements on investigative activities. <ul style="list-style-type: none"> • Prepares reports on investigative activities, including number of investigations completed, number of pending investigations, number of cases referred for further action and the disposition of cases.
5%	9.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Senior Public Service Administrator	40070-13-50-400-00-01	Chief of Real Estate Investigations
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker <input type="checkbox"/> Supervisor		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Minimum Qualifications		
1. Requires knowledge, skill and mental development equivalent to completion of four years of college with coursework in law enforcement, criminal justice, investigation, or related field. 2. Requires one year of responsible investigatory experience in law enforcement or related field. Related work experience and training may be substituted on a year for year basis in lieu of college.		
Preferred Qualifications		

<p>19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.</p>			
<ol style="list-style-type: none"> 1. Prefers at least five years of experience working in law enforcement. 2. Prefers at least three years of experience working as a detective or investigator in law enforcement or a related field. 3. Prefers at least five years of experience as a Certified Real Estate Appraiser. 4. Prefers at least five years of experience as a licensed Real Estate Broker, Home Inspector, Auctioneer, Community Association Manager, or similar. 			
<p>20. CONDITIONS OF EMPLOYMENT</p>			
<ol style="list-style-type: none"> 1. Requires the possession of a valid Illinois driver's license. 2. Requires the ability to travel. 3. Requires the ability to travel statewide on short notice. 4. Requires the ability to pass an agency conducted background check. 5. Requires ability to speak and write Spanish at a colloquial skill level. 			
<p>21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.</p> <p>Under general supervision, performs intensive technical, complex, controversial, or sensitive administrative and regulatory investigations under the provisions of the Division of Real Estate Licensing Acts and the rules for the administration of the acts. Travels to conduct complex, sensitive overt and covert investigations/inspections. Provides technical evidentiary materials, interrogates subjects, prepares case reports for prosecution, and serves as an expert witness in court or regulatory/administrative hearings. Serves as Spanish speaking interpreter to Spanish speaking real estate licensees.</p>			
<p>22. ABOUT THE AGENCY/BUREAU/PROGRAM</p> <p>IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.</p>			
DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
 CAC 7.8.22	7/20/2022	 Mair Tellez Jr 6/13/2022	6/1/22

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS		00501-13-20-500-01-01		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		Financial & Professional Regulation			0	016	1	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION						07/16/2022			
NEW/REVISED POSITION		Currency Exchange				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC168 UPWARD REALLOCATION			
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION		Cook		RC028		N			
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	1. Serves as staff assistant to the Supervisor of Currency Exchange for the Division of Financial Institutions. <ul style="list-style-type: none"> Performs administrative support, assisting in the planning, directing and evaluating of unit operations as it relates to the unit. Develops, reviews and assists in planning various complex, technical functions within the unit and makes recommendations to superior for improvements in workflow and efficiency. Participates in the analysis of the unit operations, systems, budget requests and equipment requests. 								
15%	2. Assists in the planning, development and implementation of statewide policies and procedures, goals and objectives for the unit. <ul style="list-style-type: none"> Coordinates and organizes the collection of information for the preparation of documents and reports for superior. Assists with providing technical support to management staff. Serves as a resource interpreting established policies and procedures for various department staff members, licensees and/or their representatives, and State, Federal and Local agencies, etc. 								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
16%	<ul style="list-style-type: none"> • Acts as representative in the promotion and effectuation of the program. <p>3. Establishes, organizes and maintains various files and records of files.</p> <ul style="list-style-type: none"> • Assures documents are readily available for reference. • Maintains and monitors pending files. • Uses department computer systems to record, track, research and report various activities of the Department and licensees.
10%	<p>4. Independently receives and responds to non-technical inquiries for unit related issues, policies and procedures from various department staff members, licensees and/or their representatives, etc.</p> <ul style="list-style-type: none"> • Monitors all functions of superior's daily mail control. • Refers complex and/or sensitive matters to superior. • Provides input into developing systems of monitoring/processing cases/requests. • Gathers pertinent data pursuant to each request. • Prepares appropriate responses on all routine matters. • Consults with superior on non-routine matters. • Responds to non-technical telephone and walk-in inquiries for the unit.
10%	<p>5. Assists with special projects.</p> <ul style="list-style-type: none"> • Researches problems and conducts studies of procedures and recommends changes to provide improved services and greater efficiency. • Assists in the budget process. • Researches, coordinates, and prepares statistical budget data reports for the unit budget.
10%	<p>6. Speaks, writes & translates Spanish language to and for the Spanish speaking public, customers, and the department.</p>
5%	<p>7. Receives, logs and responds to telephone and electronic inquiries from the general public concerning violations of statutory compliance by licensees.</p> <ul style="list-style-type: none"> • Confers with superior to resolve issues.
5%	<p>8. Enters data on personal computer and/or laptop computer concerning investigative activities.</p> <ul style="list-style-type: none"> • Compiles data and documentation in support of projected requirements on investigative activities. • Verifies documentation/reports for accuracy.
5%	<p>9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>
<p>17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)</p>	
<p>Senior Public Service Administrator 40070-13-20-500-00-01</p>	<p>WORKING TITLE (IF ANY) Supervisor of Currency Exchange</p>

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

Lead Worker

Supervisor

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

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

- Minimum Qualifications
1. Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with courses in public or business administration.
 2. Requires one year of professional experience in a public or private organization, or completion of an agency approved professional management training program.
 3. Requires the ability to speak, write, and translate Spanish language at a colloquial level.
- Preferred Qualifications
1. Prefers at least five years of experience working as a secretary, administrative assistant, office manager, or similar. (50%)
 2. Prefers at least three years of experience working in a bank, financial institution, or similar. (30%)
 3. Prefers at least seven years of experience working in a professional office environment. (20%)

- 20. CONDITIONS OF EMPLOYMENT**
1. Requires the ability to pass an agency conducted background check.
 2. Requires the ability to speak, write, and translate Spanish language at a colloquial level.

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

Under general direction, performs administrative functions for the Supervisor of Currency Exchange. Assists in the planning, development and implementation of statewide policies and procedures, goals and objectives for the unit. Establishes, organizes and maintains various files and records of files. Independently receives and responds to non-technical inquiries for unit related issues. Assists with special projects. Speaks, writes & translates Spanish language to and for the Spanish speaking public, customers, and the department. Receives, logs and responds to telephone and electronic inquiries. Enters data on personal computer and/or laptop computer concerning investigative activities.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Dixon City Clerk Kelly</i>		<i>Maria T...</i>	07/15/2022

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1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY) Patient Advocate Manager		Employment Code	Position Year/Position Code	2. POSITION NUMBER 37015-13-40-905-00-01				
New/Revised Position Public Service Administrator		Patient Advocate Liaison		29	SS1					
3. AGENCY Existing Position		4. BUREAU/DIVISION		5. USR CODE	6. WORK PRIORITY	7. AS AUTH	8. AUCT	9. OFFICE USE		
New/Revised Position Financial and Professional Regulation		Professional Regulation		0	016	N F N	R			
10. SECTION Existing Position		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE 09/01/2016			
New/Revised Position State-wide Enforcement		Patient Advocate Program		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC156 UPWARD REALLOCATION						
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE								Rule/Exempt
New/Revised Position Cook		RC063								Y N
16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	<p>Under administrative approval, serves as the Liaison of the Patient Advocate Program responsible for the development and implementation of policy for Patient Advocate Program and advocate to the complainants in actions brought forth under the Medical Practice Act for the Division of Professional Regulation. Directs the Patient Advocate Program through development and administration of statewide policies; provides administrative proceeding information to complainants. Serves as liaison with investigators, attorneys, complainants and witnesses regarding Program issues. Travels to attend meetings and hearings. Serves as the expert technical and medical resource in the role of Patient Advocate Program Coordinator. Serves as Spanish speaking interpreter to Spanish speaking complainants and witnesses.</p> <p>25% 1. Serves as the Liaison of the Patient Advocate Program responsible for the development and implementation of policy for Patient Advocate Program and advocate to the complainants in actions brought forth under the Medical Practice Act. Establishes procedures for the effective implementation of the Patient Advocate Program. Develops procedures and reporting forms. Prepares reports outlining activities and process and submits to management periodically.</p> <p>15% 2. Develops, administers, and articulates statewide policies for the Department's Patient Advocate Program to assist complainants and witnesses involved in the investigation and prosecution of licensed professions brought under the Medical Practice Act. Determines need for revision of the program and methods of operation; revises and implements new policies, procedures and methods</p> <p>15% 3. Provides information to complainants regarding the scope and nature of administrative proceedings in general and the Department's regulatory and enforcement powers under the Medical Practice Act. Communicates with complainants regarding the status of the case instituted against a licensee and responds to complainants' inquiries regarding a case to the extent permitted under the Medical Practice Act, its rules and any other state or federal law. Meets with complainants as needed to explain and reinforce their roles in the process, identifying any concern or need each may have. Assists in arranging meetings between complainants and prosecutors in preparation for hearing.</p> <p>15% 4. Serves as liaison with investigators, attorneys, complainants and witnesses to facilitate the scheduling of interviews and testimony at hearings. Confers with investigators and attorneys on the integration of complainants and witnesses in the enforcement process. At the request of prosecutors or investigators, communicates with complainants to encourage cooperation with the Department or to gather additional information, which may enhance Department efforts, including encouraging complainants to provide an impact statement to the Department. Appears at informal conferences, pre-hearings and formal conferences as an advocate for complainants and witnesses.</p>									
DIRECTOR OF CMS SIGNATURE <i>[Signature]</i>		IMMEDIATE SUPERVISOR SIGNATURE <i>[Signature]</i>		AGENCY HEAD SIGNATURE <i>[Signature]</i>			DATE 09/19/16			

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16. (CONTINUED)	
% OF TIME	
10%	5. Translates information and instructions into Spanish for non-English speaking complainants, witnesses and the public. Assists other Department staff by providing translation from English to Spanish and vice versa during meetings, information conferences, pre-hearings, formal conferences, calls, etc. and by translating written correspondence.
10%	6. Serves as primary liaison regarding Patient Advocate Program within the Department as well as to other State, Federal, local agencies, licensees and other interested entities by providing information and explanation of the program, policies and procedures.
5%	7. Attends the Medical Disciplinary Board Meetings and administrative hearings. Attends and participates in internal and external meetings regarding the Patient Advocate Program related matters/issues often of a sensitive and confidential nature.
5%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Senior Public Service Administrator 40070-13-40-900-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

Position Title	Position Number	No. of Incumbent 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 completion of four years of college, preferably with courses in business or public administration. Requires three years of responsible administrative experience in a public or business organization. Requires extensive knowledge of the principles and practices of public and business administration. Requires extensive knowledge of the functions of State government and of the character of relationships between the executive branch with the other branches, and between the State and higher and lower levels of government. Requires ability to develop and manage a supportive agency program; to analyze administrative problems and adopt an effective course of action; to develop, install and evaluate new and revised methods, procedures and performance standards; to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures; to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services, and to develop and maintain cooperative working relationships; ability to communicate effectively in written and verbal form. Requires the ability to speak and write Spanish fluently at a colloquial skill level. Requires the ability to travel. Prefer college courses in social work and/or sociology.

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION				29	SS2	30015-13-40-924-10-02		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		Professional Regulation		0	016	2	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		11/01/2022		
NEW/REVISED POSITION		Enforcement Administration/Complaint Intake						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION		RC014		N				
Cook								
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
25%	<p>1. Receives, reviews, and evaluates a variety of complaints pertaining to professionals licensed by the Division, often of a non-routine and complex nature.</p> <ul style="list-style-type: none"> Assures complaint intake forms are completed properly for each complaint received. 							
20%	<p>2. Utilizes a computer to docket all complaints in the Division's database; i.e., establish respondent's and complainant's name and identification numbers to generate case number, enter specific complaint data on Intake Screen.</p> <ul style="list-style-type: none"> Operates computer and multifunction office products to ensure accurate and complete uploading of complaint documents to the Division's database and internal shared drive. Assigns open complaints to the appropriate investigative unit supervisor in the Division's database. Verifies that accurate data related to complaints is entered in the database. 							
20%	<p>3. Utilizes a computer and/or multifunction office products to prepare and email/mail complaint acknowledgment letters to complainants, requiring knowledge of content for legal, medical and investigative terminology.</p>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> • Proofreads for content, clarity, spelling, grammar and punctuation.
10%	4. Responds to telephone, mail-in and walk-in inquiries of a routine nature, such as those relating to status of complaint. <ul style="list-style-type: none"> • Composes original letters or utilizes variable or form letters.
10%	5. Translates functions/procedures into Spanish for individuals who cannot speak or read English. <ul style="list-style-type: none"> • Assists other Department staff by providing translation from English to Spanish and vice versa during conference calls and by translating written correspondence.
10%	6. Updates assigned complaint files in accordance with established policies and procedures. <ul style="list-style-type: none"> • Maintains, collates, retrieves, purges and pulls unit files. • Updates procedural and program guidelines upon receipt of revisions.
5%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)

Executive II 13852-13-40-924-00-01

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

Lead Worker

Supervisor

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of high school.
2. Requires two years of office experience.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications

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. Prefers at least four years of experience working in a professional office environment.
2. Prefers at least four years of customer service experience conducted by phone or email.
3. Prefers at least four years of experience composing, filing, and logging reports and documents.

20. CONDITIONS OF EMPLOYMENT

1. Requires the ability to pass an agency conducted background check.
2. Requires the ability to type accurately at 45 wpm.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

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

Under direction, performs a variety of complex clerical functions in the Complaint Intake Unit. Receives, reviews, and evaluates a variety of complaints pertaining to professionals licensed by the Division. Utilizes a computer to docket all complaints. Utilizes a computer and/or multifunction office products to prepare and email/mail complaint acknowledgment letters. Responds to telephone, mail-in and walk-in inquiries of a routine nature. Updates assigned complaint files in accordance with established policies and procedures. Serves as Spanish speaking interpreter to clientele.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Pasante</i> by D. Street	11/17/22	<i>Marie Truett</i>	10/31/2022

