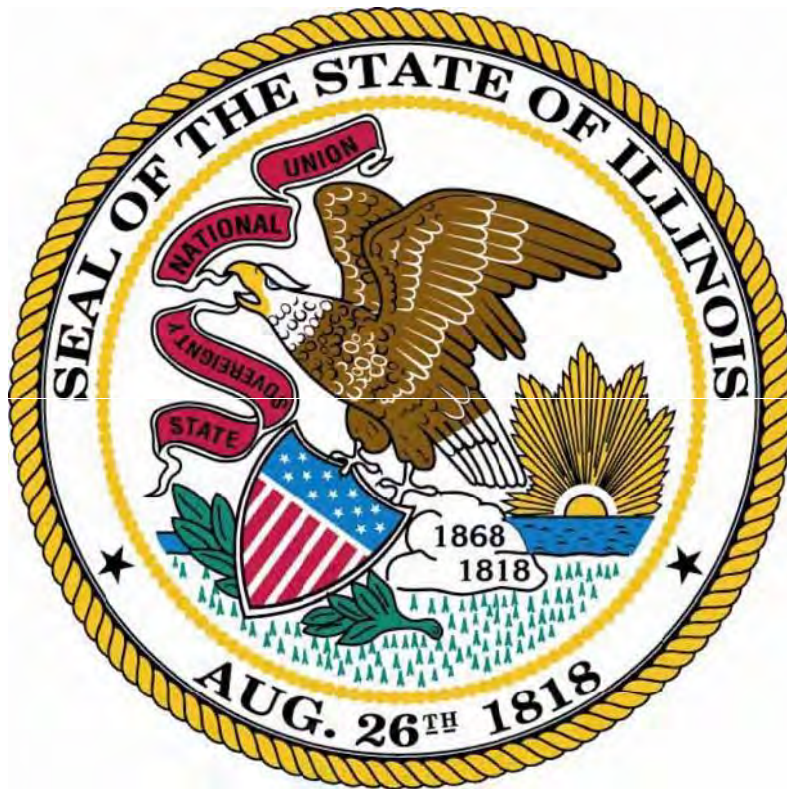


ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly
April 2026

JB Pritzker
Governor



Raymond P. Marchiori
Director

March 6, 2026

To: Clerk of the House
Secretary of the Senate
Illinois State Library, Government Documents Division

Pursuant to the Illinois State Services Assurance Act, seen in 5 ILCS 382/3, the Illinois Department of Employment Security is submitting its FY2026 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, Unemployment Insurance Special Agents and Accounting & Fiscal Administration Career Trainees (AFACTs). The language options represented in IDES' State Services Assurances Act report are Chinese, Polish, and Spanish.

Consistent with the requirements of the State Assurances Act, and in accordance with 5 ILCS 382/3, IDES currently employs 146 bilingual frontline employees in the Department. Hence, 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 2026 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,

Raymond P. Marchiori
Director
Illinois Department of Employment Security
115 S. LaSalle Street, 20th Floor
Chicago, Illinois 60603



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Raymond P. Marchiori
Director

NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
BOLIVAR, JACQUELINE	Accounting & Fiscal Administration Career Trainee (AFACT)	0000140	SPANISH SPEAKING
JAIME, MIGUEL	Accounting & Fiscal Administration Career Trainee (AFACT)	0000140	SPANISH SPEAKING
SANCHEZ, FRANCISCO	Accounting & Fiscal Administration Career Trainee (AFACT)	0000140	SPANISH SPEAKING
SMORZEWSKA, WERONIKA	Accounting & Fiscal Administration Career Trainee (AFACT)	0000140	POLISH SPEAKING
ARTEAGA, MARIO	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
CALDERON, RUBEN	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
CASTANO-BUITRAGO, DARIO	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
CRUZ, NATALIA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
GARIBAY, LILIANA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
RAMOS, JUANITA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
REYES-FRANKLIN, BLANCA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
REYNA, FERNANDO	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
SALGADO, MARINA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
SZCZESIAK, AGNIESZKA	Employment Security Field Office Supervisor (ES FOS)	0013600	POLISH SPEAKING
VALADEZ, SYLVIA	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING



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AGUERO, ALEJANDRA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
AKSAMIT, EWA	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
ANDRADE, RAUL	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ARELLANO, MAURO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ARIAS, ERIKA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ARROYO, DOLORES	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
BAIDOC, ALEJANDRA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
BARAJAS PURCELL, ALBERTINA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
BOLIVAR, CRUZ	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CAMPOS, ANDREA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CASTANEDA, KAREN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CHAVARRIA, MIGUEL	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CHAVEZ, HORACIO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CLAUDIO-KATZ, LILLIAN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CORTEZ, GUADALUPE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CRUZ, MICHAEL	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
CRUZ, RAMIRO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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CURRAN, ADAM	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
DABROWIECKA, RENATA	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
DAVILA NUNEZ, FERNANDO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
DIAZ, CRISTAL	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
FELICIANO JR, ALBERTO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
FERNANDEZ, RITA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
FLORES, PATRICIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
GARCIA, MARICELA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
GODINEZ, LETICIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
GOMEZ, MARCIAL	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
GONTARZ, ALEKSANDRA	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
GUILLORY, YVETTE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
GUTIERREZ, SANDRA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
HERNANDEZ, BEATRIZ	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
HUERTA, BERTHA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ISAIS, OLGA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
JANOS, ANDREA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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KHALIL, SANDRA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LARIOS, SHIRLEY	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LOPEZ, LAUREN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LOPEZ, LETICIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LUCIANO, GERMAN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LUNA, STEVE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
LUQUE, DINA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MARQUEZ, ANDRES	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MARTINEZ, ARACELI	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MARTINEZ, EFRAIN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MARTINEZ, ELSA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MEDINA, YAMILETTE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MENDOZA, FANNY	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MOLINA, JUANITA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MONTES DE OCA, KEVIN	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MONTOYA, SANDRA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
MUCHNIK NAVAS, LEIBOLE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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NIEVES, ALBA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ORTIZ, MOISES	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
PACHECO, DAVID	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
PELAYO BARBOSA, KARLA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
PEREZ, MARIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
PONCE, LORENA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
QUETELL, HECTOR	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
QUEZADA, JOSE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
RAMIREZ, PATRICIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
REYES, HILDA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
REYES, YURIDANY	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ROBLES, CESAR	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
SALABERRY FIGUEROA, DAVID	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
SALINAS, PATRICIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
SANABRIA, LUIS	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
SANCHEZ JR, JORGE	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
SOTO, LEONORA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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TALAMANTES, ANDREA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
TAN, YALING	Employment Security Program Representative (ESPR)	0013650	CHINESE SPEAKING
TISCARENO, CLAUDIA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
TOLEDO, MOSES	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
VALENTINE-SOTO, CRISTINA	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
VARYS, MIRIAM	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
VAZQUEZ MAGANA, ESTEFANI	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
VELA, SERGIO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
WILKOWSKA, JOLANTA	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
ZAMORA, GUSTAVO	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
ACOSTA, ROBERT	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
AMARO, MARIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
ANSELMO, GLADYS	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
CANTU, VERONICA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
CASTELLANOS, MARTHA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
CIBRIAN, RAM	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
CURTIS, PAMELA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



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DE LEON, ANTONIO	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
GONZALEZ, LILIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
HERNANDEZ, CRISTINA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
HERNANDEZ, JOHANNA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
HULBERT, MARIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
KOLOTKA, ALICIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
LEAL, MARIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
MEDINA, FRANCISCO	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
MENA, MARIO	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
MORAN, GLORIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
ORNELAS, ROSAURA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
PADILLA-TOMPKINS, LETICIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
PEREZ, LUIS	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
POLICARPO, CLAUDIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
RAMIREZ, PETER	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
RAMIREZ-VARGAS, EDITH	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
REGALADO, MADEL	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



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RODRIGUEZ, MARIA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
SALCEDO, SANDRA	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
SILVA, GUILLERMO	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
SMITH, MARISOL	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
VELASCO, SALVADOR	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
VELASQUEZ, DESIREE	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
WALASZEK, DOROTA	Employment Security Service Representative (ESSR)	0013667	POLISH SPEAKING
ZENDEJAS, GUADALUPE	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
BORRERO, ISADORA	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
GONZALEZ, FATIMA	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
HUBBELL, CRISTINA	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
PEREZ, JOANA	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
PFEIFER, DAFNE	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
GARCIA, GABRIELA	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
FABREGAS, DIANA	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
GARCIA, VELIA (MARIA)	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
BUENROSTRO, KYNDA	Executive 1	0013851	SPANISH SPEAKING



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HAJZL, LUKE	Hearings Referee	0018300	SPANISH SPEAKING
MORRIS (SUAREZ), ANNA	Office Administrator 4	0029994	SPANISH SPEAKING
MORENO, CRYSTAL	Office Associate	0030015	SPANISH SPEAKING
GARCIA, SURAMI	Public Service Administrator	0037015	SPANISH SPEAKING
ATILES, LISETTE	Unemployment Insurance Revenue Analyst 2	0047082	SPANISH SPEAKING
DELEON, XAVIER	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
LESUS, TANIA	Unemployment Insurance Special Agent	0047097	SPANISH SPEAKING
MARTINEZ, JOSE FELIPE	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
ORTIZ, RODRIGO	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
RAMIREZ, LUIS	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
SANTIAGO, ELVIRA	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
ZERMENO, MIGUEL	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
PERIOD ENDING 1/31/2026			TOTAL: 146

Total number of Bilingual Frontline Staff: 146

Chinese: 1

Polish: 7

Spanish: 138

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION			29	SS				
NEW/REVISED POSITION Accounting & Fiscal Admin Career Trainee		TAX AUDITOR TRAINEE - SPANISH SPEAKING	Spanish (SP)	UMP Credential (UD)		00140-44-70-252-10-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION IL Department of Employment Security								
NEW/REVISED POSITION Department of Employment Security		Revenue		0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
Field Audit & Collections/ Field Audit		Area 2			☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		11/16/2025	
NEW/REVISED POSITION Revenue - Field Audit & Collections - Field Audit - Area 2								
14. WORK LOCATION		15. BARGAINING/TERM CODE						
EXISTING POSITION Cook County								
NEW/REVISED POSITION Wheeling - 1400 S Wolf Rd		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under immediate supervision, for a period of time not to exceed twelve months, participates in an agency sponsored training program as a Tax Auditor Trainee for the Illinois Department of Employment Security (IDES) - Participates in classroom and/or webinar-based training, on-the-job training, and related staff activities to obtain knowledge, skill, and expertise in the auditing of employer accounts, including but not limited to knowledge, skill and expertise in the following areas: the Illinois Unemployment Insurance (UI) Act, agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements - Completes assigned training and achieves assessment scores in accordance with agency timeliness guidelines and performance standards - Travels to employer and/or employer legal representative worksites to receive on-the-job training and guidance in the review and analysis of employer accounts							
30%	2. Accepts and completes assignments of increasing difficulty utilizing an agency supplied PC and/or laptop and software							

POSITION DESCRIPTION

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
	• Conducts electronic audits and/or travels to worksites to conduct audits • Builds and refines knowledge of tools, techniques and agency systems utilized in the auditing of employer accounts, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax • Consults with supervisor on working problems and makes recommendations for improvements • As assigned, reviews, and analyzes information received from employers					
15%	3. Participates in meetings with employers and/or their legal representatives • Counsels employers and/or their legal representatives regarding their obligations and rights under the Illinois Unemployment Insurance (UI) Act • Provides procedural advice and assistance to employers • Explains requirements and provisions of the Illinois UI Act					
10%	4. Attends and participates in staff meetings, conferences, workshops, and other activities which will provide meaningful learning experience					
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)				
PSA (02) 37015-44-70-252-00-02		TAX COMPLIANCE FIELD AUDIT MANAGER				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervisor ☐ Lead Worker						
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.						
<table border="1"> <thead> <tr> <th>Position Title</th><th>Position Number</th></tr> </thead> <tbody> <tr> <td>N/A</td><td></td></tr> </tbody> </table>			Position Title	Position Number	N/A	
Position Title	Position Number					
N/A						
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSE 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 LICENSE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.						
Minimum Qualifications 1. Requires a bachelor's degree in accounting or an allied field 2. Qualifying state employees in the Upward Mobility Program may complete combinations of specific proficiency test and training programs leading to a certificate of proficiency in lieu of the educational requirements						

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. 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. Bachelor's or master's degree in accounting
2. Fifteen (15) credit hours in accounting classes, including at least one audit class
3. One (1) year of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures
4. One (1) year of experience examining financial records for discrepancies, including accounting and payroll records
5. One (1) year of experience working with financial software systems to review and investigate tax information
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
7. Experience preparing and presenting comprehensive financial, accounting and/or audit reports
8. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to successfully complete a fingerprint-based background check.
3. Requires ability to utilize Spanish in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
6. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
7. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
8. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION			29	SS				
NEW/REVISED POSITION Accounting & Fiscal Admin Career Trainee		TAX AUDITOR TRAINEE - SPANISH SPEAKING	Spanish (SP)	UMP Credential (UD)		00140-44-70-253-10-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION IL Department of Employment Security								
NEW/REVISED POSITION Department of Employment Security		Revenue		0	045	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
Field Audit & Collections/ Field Audit		Area 3			☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		11/16/2025	
NEW/REVISED POSITION Revenue - Field Audit & Collections - Field Audit - Area 3								
14. WORK LOCATION		15. BARGAINING/TERM CODE						
EXISTING POSITION Kane County								
NEW/REVISED POSITION North Aurora - 2 Smoke Tree Plz		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under immediate supervision, for a period of time not to exceed twelve months, participates in an agency sponsored training program as a Tax Auditor Trainee for the Illinois Department of Employment Security (IDES) - Participates in classroom and/or webinar-based training, on-the-job training, and related staff activities to obtain knowledge, skill, and expertise in the auditing of employer accounts, including but not limited to knowledge, skill and expertise in the following areas: the Illinois Unemployment Insurance (UI) Act, agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements - Completes assigned training and achieves assessment scores in accordance with agency timeliness guidelines and performance standards - Travels to employer and/or employer legal representative worksites to receive on-the-job training and guidance in the review and analysis of employer accounts							
30%	2. Accepts and completes assignments of increasing difficulty utilizing an agency supplied PC							

POSITION DESCRIPTION

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
	and/or laptop and software • Conducts electronic audits and/or travels to worksites to conduct audits • Builds and refines knowledge of tools, techniques and agency systems utilized in the auditing of employer accounts, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax • Consults with supervisor on working problems and makes recommendations for improvements • As assigned, reviews, and analyzes information received from employers					
15%	3. Participates in meetings with employers and/or their legal representatives • Counsels employers and/or their legal representatives regarding their obligations and rights under the Illinois Unemployment Insurance (UI) Act • Provides procedural advice and assistance to employers • Explains requirements and provisions of the Illinois UI Act					
10%	4. Attends and participates in staff meetings, conferences, workshops, and other activities which will provide meaningful learning experience					
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)				
PSA (02) 37015-44-70-253-00-02		TAX COMPLIANCE FIELD AUDIT MANAGER				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker						
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.						
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Position Title	Position Number					
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.						
<u>Minimum Qualifications</u> 1. Requires a bachelor's degree in accounting or an allied field 2. Qualifying state employees in the Upward Mobility Program may complete combinations of specific proficiency test and training programs leading to a certificate of proficiency in lieu of the educational requirements						

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. 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. Bachelor's or master's degree in accounting
2. Fifteen (15) credit hours in accounting classes, including at least one audit class
3. One (1) year of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures
4. One (1) year of experience examining financial records for discrepancies, including accounting and payroll records
5. One (1) year of experience working with financial software systems to review and investigate tax information
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
7. Experience preparing and presenting comprehensive financial, accounting and/or audit reports
8. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to successfully complete a fingerprint-based background check.
3. Requires ability to utilize Spanish in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
6. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
7. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
8. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION			29	SS				
NEW/REVISED POSITION Accounting & Fiscal Admin Career Trainee		TAX AUDITOR TRAINEE - SPANISH SPEAKING	Spanish (SP)	UMP Credential (UD)	00140-44-70-254-10-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION IL Department of Employment Security								
NEW/REVISED POSITION Department of Employment Security		Revenue		0	016	2	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
Field Audit & Collections/ Field Audit		Area 4		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		11/16/2025		
NEW/REVISED POSITION Revenue - Field Audit & Collections - Field Audit - Area 4								
14. WORK LOCATION		15. BARGAINING/TERM CODE						
EXISTING POSITION Cook County								
NEW/REVISED POSITION Chicago - 115 S LaSalle St		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under immediate supervision, for a period of time not to exceed twelve months, participates in an agency sponsored training program as a Tax Auditor Trainee for the Illinois Department of Employment Security (IDES) - Participates in classroom and/or webinar-based training, on-the-job training, and related staff activities to obtain knowledge, skill, and expertise in the auditing of employer accounts, including but not limited to knowledge, skill and expertise in the following areas: the Illinois Unemployment Insurance (UI) Act, agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements - Completes assigned training and achieves assessment scores in accordance with agency timeliness guidelines and performance standards - Travels to employer and/or employer legal representative worksites to receive on-the-job training and guidance in the review and analysis of employer accounts							
30%	2. Accepts and completes assignments of increasing difficulty utilizing an agency supplied PC and/or laptop and software							

POSITION DESCRIPTION

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	• Conducts electronic audits and/or travels to worksites to conduct audits • Builds and refines knowledge of tools, techniques and agency systems utilized in the auditing of employer accounts, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax • Consults with supervisor on working problems and makes recommendations for improvements • As assigned, reviews, and analyzes information received from employers							
15%	3. Participates in meetings with employers and/or their legal representatives • Counsels employers and/or their legal representatives regarding their obligations and rights under the Illinois Unemployment Insurance (UI) Act • Provides procedural advice and assistance to employers • Explains requirements and provisions of the Illinois UI Act							
10%	4. Attends and participates in staff meetings, conferences, workshops, and other activities which will provide meaningful learning experience							
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)						
PSA (02) 37015-44-70-254-00-02		TAX COMPLIANCE FIELD AUDIT MANAGER						
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:								
☐ Supervisor ☐ Lead Worker								
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.								
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Minimum Qualifications 1. Requires a bachelor's degree in accounting or an allied field 2. Qualifying state employees in the Upward Mobility Program may complete combinations of specific proficiency test and training programs leading to a certificate of proficiency in lieu of the educational requirements								

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

Preferred Qualifications (In Order of Significance)

1. Bachelor's or master's degree in accounting
2. Fifteen (15) credit hours in accounting classes, including at least one audit class
3. One (1) year of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures
4. One (1) year of experience examining financial records for discrepancies, including accounting and payroll records
5. One (1) year of experience working with financial software systems to review and investigate tax information
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
7. Experience preparing and presenting comprehensive financial, accounting and/or audit reports
8. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to successfully complete a fingerprint-based background check.
3. Requires ability to utilize Spanish in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
6. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
7. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION			22	PO				
NEW/REVISED POSITION Accounting & Fiscal Admin Career Trainee		TAX AUDITOR TRAINEE - POLISH SPEAKING	Polish (PO)	UMP Credential (UD)		00140-44-70-254-10-41		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION IL Department of Employment Security								
NEW/REVISED POSITION Department of Employment Security		Revenue		0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
Field Audit & Collections/ Field Audit		Area 4			☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		11/16/2025	
NEW/REVISED POSITION Revenue - Field Audit & Collections - Field Audit - Area 4								
14. WORK LOCATION		15. BARGAINING/TERM CODE						
EXISTING POSITION Cook County								
NEW/REVISED POSITION Chicago - 115 S LaSalle St		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under immediate supervision, for a period of time not to exceed twelve months, participates in an agency sponsored training program as a Tax Auditor Trainee for the Illinois Department of Employment Security (IDES) - Participates in classroom and/or webinar-based training, on-the-job training, and related staff activities to obtain knowledge, skill, and expertise in the auditing of employer accounts, including but not limited to knowledge, skill and expertise in the following areas: the Illinois Unemployment Insurance (UI) Act, agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements - Completes assigned training and achieves assessment scores in accordance with agency timeliness guidelines and performance standards - Travels to employer and/or employer legal representative worksites to receive on-the-job training and guidance in the review and analysis of employer accounts							
30%	2. Accepts and completes assignments of increasing difficulty utilizing an agency supplied PC and/or laptop and software							

POSITION DESCRIPTION

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
	• Conducts electronic audits and/or travels to worksites to conduct audits • Builds and refines knowledge of tools, techniques and agency systems utilized in the auditing of employer accounts, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax • Consults with supervisor on working problems and makes recommendations for improvements • As assigned, reviews, and analyzes information received from employers					
15%	3. Participates in meetings with employers and/or their legal representatives • Counsels employers and/or their legal representatives regarding their obligations and rights under the Illinois Unemployment Insurance (UI) Act • Provides procedural advice and assistance to employers • Explains requirements and provisions of the Illinois UI Act					
10%	4. Attends and participates in staff meetings, conferences, workshops, and other activities which will provide meaningful learning experience					
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)				
PSA (02) 37015-44-70-254-00-02		TAX COMPLIANCE FIELD AUDIT MANAGER				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
☐ Supervisor ☐ Lead Worker						
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.						
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.						
Minimum Qualifications 1. Requires a bachelor's degree in accounting or an allied field 2. Qualifying state employees in the Upward Mobility Program may complete combinations of specific proficiency test and training programs leading to a certificate of proficiency in lieu of the educational requirements						

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

Preferred Qualifications (In Order of Significance)

1. Bachelor's or master's degree in accounting
2. Fifteen (15) credit hours in accounting classes, including at least one audit class
3. One (1) year of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures
4. One (1) year of experience examining financial records for discrepancies, including accounting and payroll records
5. One (1) year of experience working with financial software systems to review and investigate tax information
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
7. Experience preparing and presenting comprehensive financial, accounting and/or audit reports
8. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to successfully complete a fingerprint-based background check.
3. Requires ability to utilize Polish in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
6. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
7. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-51-107-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	1	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023				
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 W. 18 th Street Chicago, Illinois	RC062	N						

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers	
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members	
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
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.)		
Public Service Administrator, Opt 1 SS 37015-44-51-107-00-31		
WORKING TITLE (IF ANY) Unemployment and Employment Local Operations Manager		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☒ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-51-107-10-01	2-5
ESPR, SS	13650-44-51-107-10-31	2-5
ESPR Intermittent, CH	13651-44-51-107-10-21	2-5
ESSR	13667-44-51-107-10-01	2-5
ESPR, CH	13650-44-51-107-10-21	2-5
ESPR Intermittent	13651-44-51-107-10-01	2-5
ESPR Intermittent, SS	13651-44-51-107-10-31	2-5
ESSR, SS	13667-44-51-107-10-31	2-5

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

Minimum Qualifications

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-51-107-20-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023			
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit II						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION 1700 W. 18 th Street Chicago, Illinois	RC062	N					

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers	
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members	
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 SS 37015-44-51-107-00-31		Unemployment and Employment Local Operations Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☒ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-51-107-20-01	2-5
ESPR, SS	13650-44-51-107-20-31	2-5
ESPR Intermittent	13651-44-51-107-20-01	2-5
ESSR	13667-44-51-107-20-01	2-5
ESSR, CH	13667-44-51-107-20-21	2-5
ESSR, SS	13667-44-51-107-20-31	2-5
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<u>Minimum Qualifications</u>		

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-53-105-20-31			
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	099	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023			
NEW/REVISED POSITION Metro South Region/ Joliet Local Office	Service Unit II						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Joliet, Illinois	RC062	N					

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
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05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
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17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 37015-44-53-105-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

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

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Minimum Qualifications

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-54-102-40-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	101	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023			
NEW/REVISED POSITION Northern Region/ Rockford Local Office	Service Unit IV						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Rockford, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES) - Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs - Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues - Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration - Monitors claims entry for accuracy and timeliness and resolves any issues - Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment - Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues - Liaises with relevant agency staff regarding job development opportunities for clients - Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies - Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services - Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement - Plans and implements corrective actions to resolve problems
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	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 37015-44-54-102-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

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2. Requires three (3) years professional experience with employment and unemployment insurance programs.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Rosen DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-54-103-40-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023			
NEW/REVISED POSITION Northern Region/ Wheeling Local Office	Service Unit IV						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Wheeling, Illinois	RC062	N					

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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 37015-44-54-103-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-54-107-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	1	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023				
NEW/REVISED POSITION Northern Region/ North Aurora Local Office	Service Unit III							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION North Aurora, Illinois	RC062	N						

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
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	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

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

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3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

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1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Karen DeVaughn by Mark Dawson</i> 1/17/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-55-108-50-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	1	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023				
NEW/REVISED POSITION Northwest Region/ Peoria Local Office	Service Unit V							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Peoria, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES) - Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs - Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues - Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration - Monitors claims entry for accuracy and timeliness and resolves any issues - Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment - Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues - Liaises with relevant agency staff regarding job development opportunities for clients - Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies - Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services - Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement - Plans and implements corrective actions to resolve problems
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-55-108-50-01	2-5
ESPR, SS	13650-44-55-108-50-31	2-5
ESSR	13667-44-55-108-50-01	2-5
ESSR, SS	13667-44-55-108-50-31	2-5

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Loren DeVaughn by Mark Dawson</i> 1/17/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600
Agency: IDES
Date Approved: 07/05/23
HRT Approval: Penny Christian
Classification Approved By: Chris Nickols
Date Locked: 07/05/2023
Locked by: Chris Nickols
Revised and Relocked on:

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3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/16/2023			
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section A	Service Unit A-4						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
EXISTING POSITION							
NEW/REVISED POSITION Lombard, Illinois	RC062	N					

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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 37015-44-60-101-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-101-40-01	3-10
ESPR, SS	13650-44-60-101-40-31	2-5

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

Minimum Qualifications

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVault by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	22	PO	13600-44-60-102-30-41			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/16/2023			
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section B	Service Unit B-3						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION Lombard, Illinois	RC062	N					

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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 PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-102-30-01	10-40
ESPR, PO	13650-44-60-102-30-41	2-5

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

Minimum Qualifications

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Eileen DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by John</i>	8/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/23

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-60-102-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/16/2023				
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section B	Service Unit B-4							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
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	WORKING TITLE (IF ANY)
Public Service Administrator, Opt 1 PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

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

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

Preferred Qualifications (In Order of Significance)

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

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3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

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

Agency: IDES

Date Approved: 07/05/23

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 07/05/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-60-130-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	084	1	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/16/2023				
NEW/REVISED POSITION Call Center Operations/ Springfield Call Center	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Springfield, Illinois	RC062	N						

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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs - Conducts research on proposed changes to policies and evaluates impact on agency programs - Attends and participates in trainings, workshops and seminars, as directed
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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 37015-44-60-130-00-01	Unemployment and Employment Local Operations Manager

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

☒ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-130-20-01	3-10
ESPR, SS	13650-44-60-130-20-31	2-5

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

Minimum Qualifications

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM			
The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.			
DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by JLM</i>	08/16/2023

Approved Template for Position Title: IDES Employment Security Field Office Supervisor - 13600
Agency: IDES
Date Approved: 07/05/23
HRT Approval: Penny Christian
Classification Approved By: Chris Nickols
Date Locked: 07/05/2023
Locked by: Chris Nickols
Revised and Relocked on:



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position Employment Security Program Representative				29	SS	13650-44-22-300-22-31 ~~13650-44-22-320-21-31~~				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE	
Existing Position									11/16/22 - PNC	
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	084	2	R	N	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position							05/01/2020			
New/Revised Position Claims		Special Programs			☒ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt						
Existing Position										
New/Revised Position Springfield, IL		RC062		N						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
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. 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%	2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.									
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE		
<i>James J. J...</i>		<i>...</i> BUREAU OF PERSONNEL			<i>Thomas Chan</i> <i>...</i>			05/11/2020		

D. Shaw 5/12/20
5/15/2020
TECHNICAL SERVICES

MAY 12 REC'D

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
13600-44-22-300-22-01		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-22-320-20-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ SUPERVISOR OR ☐ LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-51-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Chicago Region / Lawrence Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVauxhn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	22	PO	13650-44-51-101-20-41				
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 CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Chicago Region / Lawrence Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						

% 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
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%	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	
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%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-51-102-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION						09/01/24 - update to wk location	
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		12/01/2023			
Chicago Region/ 71 st Street Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Chicago - 4314 S Cottage Grove Ave ~~Daley College~~ ~~7500 S. Pulaski, Chicago, IL~~	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) - Assists clients with various programs and services offered by 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 - 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 - Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants - 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
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	- Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax - As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office									
10%	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 appeal when appropriate - 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 Services (IDES) automated data files - Extracts and utilizes data - As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office									
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging									
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above									
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)										
<table border="1"> <tr> <th></th><th>WORKING TITLE (IF ANY)</th></tr> <tr> <td>Public Service Administrator, Opt. 1 37015-44-51-102-00-01</td><td>Unemployment and Employment Local Operations Manager</td></tr> </table>			WORKING TITLE (IF ANY)	Public Service Administrator, Opt. 1 37015-44-51-102-00-01	Unemployment and Employment Local Operations Manager					
	WORKING TITLE (IF ANY)									
Public Service Administrator, Opt. 1 37015-44-51-102-00-01	Unemployment and Employment Local Operations Manager									
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker										
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.										
<table border="1"> <tr> <th>Position Title</th><th>Position Number</th><th>No. of Incumbents or Funded Vacancies</th></tr> <tr> <td>N/A</td><td></td><td></td></tr> <tr> <td></td><td></td><td></td></tr> </table>		Position Title	Position Number	No. of Incumbents or Funded Vacancies	N/A					
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N/A										

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-51-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Chicago Region / 71 st Street Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1515 East 71 st Street Chicago, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-102-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

Position Title	Position Number	No. of Incumbents or Funded Vacancies
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Minimum Qualifications

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	03	CH	13650-44-51-107-10-21				
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 CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Chicago Region / Pilsen Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 West 18 th Street Chicago, Illinois	RC062	N						

% 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
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% 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
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
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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)	
WORKING TITLE (IF ANY)	
Employment Security Field Office Supervisor 13600-44-51-107-10-31	
Front Line Programs Supervisor	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervisor ☐ Lead Worker	

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-51-107-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Chicago Region / Pilsen Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 West 18 th Street Chicago, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-20-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-53-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Metro South Region / Harvey Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Harvey, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/4/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-53-104-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		12/01/2023			
Metro South Region/ Burbank Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Maywood, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) - Assists clients with various programs and services offered by 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 - 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 - Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants - 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
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	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 appeal when appropriate • 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 Services (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-53-104-00-01	Unemployment and Employment Local Operations Manager

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JDM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-53-104-20-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 STABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023			
NEW/REVISED POSITION Metro South Region / Burbank Local Office	Service Unit II						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION Burbank, Illinois	RC062	N					

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-104-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-53-105-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	099	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Metro South Region / Joliet Local Office	Service Unit III							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Joliet, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-105-30-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVauxhn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-102-01-31		
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	056	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		12/01/2023			
Northern Region/ Rockford Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Woodstock, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

Position # 13650-44-54-102-01-31

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) - Assists clients with various programs and services offered by 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 - 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 - Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants - 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
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

Position # 13650-44-54-102-01-31

	• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office				
10%	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 appeal when appropriate • 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 Services (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office				
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging				
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above				
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)					
<table border="1"> <tr> <th></th> <th>WORKING TITLE (IF ANY)</th> </tr> <tr> <td>Public Service Administrator, Opt. 1 37015-44-54-102-00-01</td> <td>Unemployment and Employment Local Operations Manager</td> </tr> </table>			WORKING TITLE (IF ANY)	Public Service Administrator, Opt. 1 37015-44-54-102-00-01	Unemployment and Employment Local Operations Manager
	WORKING TITLE (IF ANY)				
Public Service Administrator, Opt. 1 37015-44-54-102-00-01	Unemployment and Employment Local Operations Manager				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker					
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.					

Position # 13650-44-54-102-01-31

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

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

Minimum Qualifications

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-102-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	101	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northern Region / Rockford Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Rockford, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-102-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13650-44-54-102-20-31 ~~13650-44-54-102-31-31~~				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
Existing Position									12/18/22 - PNC	
New/Revised Position		Service Delivery/ Field Operations			0	101	2	R	N	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position							12/01/2019			
New/Revised Position		Service Unit III								
14. WORK LOCATION		15. BARGAINING/TERM CODE			Rutan Exempt	☒ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position		RC062			N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
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%		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.								
		2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE		
<i>David J. [Signature]</i>		<i>[Signature]</i>			<i>Thomas Chan</i> <i>by [Signature]</i>			12/13/2019		

RECEIVED

DEC 13 2019

Per _____

CMS-104 (REV. 10/97) IL 401-C794
D. [Signature] 12/16/19

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
13600-44-54-102-20-01 Employment Security Field Office Supervisor ~~13600-44-54-102-30-01~~		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ SUPERVISOR OR ☐ LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-103-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	049	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		12/01/2023			
Northern Region/ Wheeling Local Office		☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION					
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Waukegan, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

Position # 13650-44-54-103-01-31

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) • Assists clients with various programs and services offered by 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 • 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 • Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants • 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

10%	3.	Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES) • Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	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 appeal when appropriate • 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 Services (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-54-103-00-01		Unemployment and Employment Local Operations Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		

Position # 13650-44-54-103-01-31

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-103-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northern Region / Wheeling Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Wheeling, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-103-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	22	PO	13650-44-54-103-30-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northern Region / Wheeling Local Office	Service Unit III							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Wheeling, Illinois	RC062	N						

% 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
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%	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	
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%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-103-30-41		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-103-50-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023			
NEW/REVISED POSITION Northern Region / Wheeling Local Office	Service Unit V						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Wheeling, Illinois	RC062	N					

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-103-50-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-105-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northern Region / Carpentersville Processing Center	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% 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
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		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-105-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
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6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-105-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northern Region / Carpentersville Processing Center	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-105-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/2/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-107-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		12/01/2023			
Northern Region/ North Aurora Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Lisle, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) • Assists clients with various programs and services offered by 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 • 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 • Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants • 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
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
10%	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 appeal when appropriate • 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 Services (IDES) automated data files • Extracts and utilizes data • As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchionni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-107-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northern Region / North Aurora Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION North Aurora, Illinois	RC062	N						

% 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
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17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-107-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-107-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northern Region / North Aurora Local Office	Service Unit IV							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION North Aurora, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-107-40-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/4/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-103-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	050	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northwest Region / Ottawa Local Office	Service Unit I	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Ottawa, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-103-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Dobra Short 1/2/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-104-10-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	081	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023			
NEW/REVISED POSITION Northwest Region / Rock Island Local Office	Service Unit I						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION Rock Island, Illinois	RC062	N					

% 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
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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

% 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	
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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-104-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/2/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-106-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	098	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northwest Region / Sterling Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Sterling, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-106-10-01		Front Line Program Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/5/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-108-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northwest Region / Peoria Local Office	Service Unit II	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Peoria, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-108-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/5/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-108-50-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Northwest Region / Peoria Local Office	Service Unit V							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Peoria, Illinois	RC062	N						

% 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
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% 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	
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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging	
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		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-108-50-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

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

20. CONDITIONS OF EMPLOYMENT

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/5/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-55-116-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	092	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		12/01/2023			
Northwest Region/ Champaign Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Danville, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

40%	1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES) - Assists clients with various programs and services offered by 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 - 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
20%	2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) 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 - Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants - 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
10%	3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)

	• 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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05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging									
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above									
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)										
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker										
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.										
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVauxhn by Debra Short 12/27/23</i>		<i>Raymond Marchion by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-116-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	010	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Northwest Region / Champaign Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Champaign, Illinois	RC062	N						

% 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
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%	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

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	- 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	
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Employment Security Field Office Supervisor 13600-44-55-116-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
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2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVauxha by Debra Short 1/5/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-57-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	041	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023				
NEW/REVISED POSITION Southern Region / Mount Vernon Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Mount Vernon, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-57-102-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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2. Requires ability to utilize Spanish in the performance of all duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/8/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-57-117-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	084	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Southern Region / Springfield Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Springfield, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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

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

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVauxhn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-1							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	22	PO	13650-44-60-101-10-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-1							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% 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
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%	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	
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%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		

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

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

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-2							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
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05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
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		WORKING TITLE (IF ANY)
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-3							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-30-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-4							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% 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
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%	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

% 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	
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05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-40-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

Position Title	Position Number	No. of Incumbents or Funded Vacancies
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2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeRaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-102-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	2	R			
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NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section B	Service Unit B-1							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% 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
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

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3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
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NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	081	2	R			
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NEW/REVISED POSITION Call Center Operations / Rock Island Call Center	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Rock Island, Illinois	RC062	N						

% 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
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%	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

% 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	
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%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-121-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/9/24</i>		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-130-20-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	084	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 STABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/01/2023			
NEW/REVISED POSITION Call Center Operations / Springfield Call Center	Service Unit II						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION Springfield, Illinois	RC062	N					

% 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
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%	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

% 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	
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%	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.)		
13600-44-60-130-20-31		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor ~~13650-44-60-130-20-31~~		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		

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

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

Minimum Qualifications

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

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

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Eileen DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchionni by JLM</i>	08/01/2023

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

Agency: IDES

Date Approved: 6/28/23

HRT Approval: Penny Christian

Classification Approved By: Siobhan M. Johnson

Date Locked: 06/28/2023

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

Revised and Relocked on:



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13667-44-03-100-00-32 ~~13667-44-03-110-10-32~~				
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		Legal Services/ Board of Review			0	016	Y	R		
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position							10/16/2013			
New/Revised Position					☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
Case Management										
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt						
Existing Position										
New/Revised Position		33 S. State Street Chicago, IL 60603		RC062	N					
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%		Under general direction, performs complex adjudication functions and activities involved in the resolution of Unemployment Insurance benefit entitlement resolutions under the provisions of the Illinois Unemployment Insurance Act and in compliance with federal and state statutory provisions, rules, regulations and requirements; conducts critical analyses of cases submitted, reviewing for sufficiency and adjudication correctness and timeliness; creates, enters and extracts data from automated information systems; serves as liaison in responding to internal and external inquiries relating to problem resolution of cases pending before the Board. Provides interpretive services for Spanish speaking clients. 1. Performs highly complex analytical duties in the review of appeal requests from claimants or employers filed to the Board of Review, at the local office level, or those related to dockets that are filed in the circuit court system; determines request status and establishes case routing, priority and path based on prior adjudication activity and potential case outcome; creates case files; makes appropriate copies based on applicable filings and issues in IBIS system; produces organized record for purposes of filing the agency response in court in conjunction with the Attorney General's Office; establishes case tracking and generates notices to claimants, employers representatives and/or their attorneys using the automated BRDS (Board of Review Docketing System); reviews audio recordings of hearings to determine whether a transcript is required; when necessary, uploads/downloads files using related electronic systems.								
20%		2. Provides advice and technical assistance to staff, employers, claimants, and their authorized representatives concerning aspects of the UI Act to promote full understanding of their rights and of the controversial issues to be resolved; accesses pertinent information systems to respond to internal and external inquiries; investigates, researches and explains case disposition; resolves issues and processes requires for transcripts, requests for oral hearings and submission of written arguments.								

RECEIVED

DIRECTOR OF CMS SIGNATURE

IMMEDIATE SUPERVISOR SIGNATURE

AGENCY HEAD SIGNATURE

DATE

Bv

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10/30/2013

CMS-100 (Rev. 10/94) IL 4016538

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16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Provides interpretive services to Spanish speaking claimants, including the review of appeal requests. Using the Spanish language, provides assistance and answers telephone and in-person inquiries regarding the Board of Review and the Administrative Review appeal procedures and guidelines. Translates Board of Review appeals in written form from Spanish to English for the Board of Review members and attorneys.	
10%	4. Analyzes incoming cases to determine sufficiency of material; requests additional or corrected information as needed (i.e., the highly complicated areas of protested determinations and assessments, transfers and cancellations of wage charges); reviews, verifies and organizes data; consults with and advises legal staff as to contents and application of pertinent policies and procedures.	
10%	5. As requested, researches Board of Review precedents, court rulings and opinions; excerpts pertinent information; performs special projects and/or prepares statistical reports; assists in publishing decisions and opinions.	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Public Service Admin, Opt 1 37015-44-03-100-00-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ SUPERVISOR OR ☐ LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in social/behavioral sciences or business and one year as a full-time professional employee with the Illinois Department of Employment Security; or five years professional experience in personnel administration, or business ownership management or operation. Requires extensive knowledge of client and employer rights and obligations in order to provide for the appropriate determination of complex Unemployment Insurance claims benefit issues. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Rep	Unemployment Insurance (UI) Appeals Analyst	29	SS		13667-44-08-400-10-32 ~~13667-44-08-410-10-32~~			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Dept of Employment Security	Legal Services/ Appeals	0	016	2	R	11/16/22 PNC		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		08/16/2022				
NEW/REVISED POSITION Administration/Case Management								
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT		☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
EXISTING POSITION								
NEW/REVISED POSITION Chicago, Illinois	RC062	N						

% OF TIME	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 sources • Analyzes findings, including any discrepancies and takes relevant action based an agency policies, procedures and guidelines
35%	2. Responds to inquiries regarding appeals status and provides information and assistance in person, by telephone and via email to employers, claimants and their authorized representatives and other interested parties regarding appeals and documents received in the Appeals Division • Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved • Collaborates with Appeals staff to create appeals files for in-office viewing by parties • Researches case processing issues • Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information • Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division • Determines relevant course of action and resolves issues • Refers complex issues to supervisor • Utilizes Spanish language to assist clients who request or need interpretive services
20%	3. Conducts critical analyses of appeals cases

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	• Researches both electronic and paper case files for appeals received in the Appeals Division utilizing systems including but not limited to Illinois Benefit Information System (IBIS) and GenTax • Investigates timeliness of protests • Gathers and analyzes information on wages, benefits and other adjudication related matters to determine timeliness and relevance to the case • Explains findings to Appeals Division Hearings Referees and Management • Performs special projects as directed • Compiles data and prepares reports
05%	4. Keeps abreast of new developments related to Unemployment Insurance (UI) appeals • Attends meetings, training, seminars and conferences • Travels to perform these duties
05%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

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

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

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

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

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Pascente by Penny Christian</i> 12/20/2022		<i>Kristin Richards by gellme</i>	08/26/2022

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Chicago Region/ Lawrence Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<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 one year as a full-time professional employee with the Illinois Department of Employment Security; OR Requires five (5) years professional experience in personnel administration or business ownership management or operation.		
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		
<u>Preferred Qualifications (In Order of Significance)</u>		

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM			
The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.			
DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

Approved Template for Position Title: Employment Security Service Representative Spanish(13667) Agency: IDES Date Approved: 8/15/2023 HRT Approval: Penny Christian Classification Approved By: Chris Nickols Date Locked: 8/23/2023 Locked by: Chris Nickols Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	22	PO	13667-44-51-101-20-41				
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 CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Chicago Region/ Lawrence Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

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

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

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

Preferred Qualifications (In Order of Significance)

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Chicago Region/ 71 st Street Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1515 East 71 st Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-102-20-01	Front Line Programs Supervisor

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

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

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

- 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)

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

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-107-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 West 18 th Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-10-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<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 one year as a full-time professional employee with the Illinois Department of Employment Security; OR Requires five (5) years professional experience in personnel administration or business ownership management or operation.		
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		
<u>Preferred Qualifications (In Order of Significance)</u>		

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 11/14/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-107-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 West 18 th Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-20-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<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 one year as a full-time professional employee with the Illinois Department of Employment Security; OR Requires five (5) years professional experience in personnel administration or business ownership management or operation.		
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		
<u>Preferred Qualifications (In Order of Significance)</u>		

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 11/14/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-53-101-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023				
NEW/REVISED POSITION Metro South Region/ Harvey Local Office	Service Unit III							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Harvey, Illinois	RC062	N						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
25%	2.	Establishes, maintains and/or prepares activity records and reports - Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases - Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax - Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager - Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3.	Conducts reconsidered determinations and accepts appeals - Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act - Explains client rights and responsibilities as they pertain to benefit programs
10%	4.	Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services - Interviews job seekers, taking or updating work history - Selects suitable job openings as listed in job order records or available through automated files - Provides clients with information regarding selected jobs and job interviewing procedures - Verifies and records placements
10%	5.	Determines client Unemployment Insurance and/or Wagner-Peyser related needs Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-101-30-01		Front Line Programs Supervisor

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
N/A		

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

Minimum Qualifications

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

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

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

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS		13667-44-53-104-20-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	016	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023	
NEW/REVISED POSITION								
Metro South Region/ Burbank Local Office		Service Unit II						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
Burbank, Illinois		RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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							

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

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

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

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

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

Minimum Qualifications

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

Requires five (5) years professional experience in personnel administration or business ownership management or operation.
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative		Service Representative		29	SS		13667-44-53-104-30-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION									
IL Department of Employment Security		Service Delivery/ Field Operations		0	016	2	R		
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023		
NEW/REVISED POSITION									
Metro South Region/ Burbank Local Office		Service Unit III							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION									
Burbank, Illinois		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS				
25%	2. Establishes, maintains and/or prepares activity records and reports - Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases - Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax - Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager - Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager				
10%	3. Conducts reconsidered determinations and accepts appeals - Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act - Explains client rights and responsibilities as they pertain to benefit programs				
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services - Interviews job seekers, taking or updating work history - Selects suitable job openings as listed in job order records or available through automated files - Provides clients with information regarding selected jobs and job interviewing procedures - Verifies and records placements				
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Employment Security Field Office Supervisor 13600-44-53-104-30-01	Front Line Programs Supervisor				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker					

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

NOTE: Supervisory or lead worker responsibilities 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		

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Minimum Qualifications

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

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

Preferred Qualifications (In Order of Significance)

1. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
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5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

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EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative		Service Representative		29	SS		13667-44-53-105-20-31		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION									
IL Department of Employment Security		Service Delivery/ Field Operations			0	099	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023		
NEW/REVISED POSITION									
Metro South Region/ Joliet Local Office		Service Unit II							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION									
Joliet, Illinois		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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								

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Employment Security Field Office Supervisor 13600-44-53-105-20-31	Front Line Programs Supervisor				
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-54-102-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	101	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		09/01/2023				
NEW/REVISED POSITION Northern Region/ Rockford Local Office	Service Unit II							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Rockford, Illinois	RC062	N						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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							

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05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.				
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)					
<table border="1"> <thead> <tr> <th></th> <th>WORKING TITLE (IF ANY)</th> </tr> </thead> <tbody> <tr> <td>Employment Security Field Office Supervisor 13600-44-54-102-30-01</td> <td>Front Line Programs Supervisor</td> </tr> </tbody> </table>			WORKING TITLE (IF ANY)	Employment Security Field Office Supervisor 13600-44-54-102-30-01	Front Line Programs Supervisor
	WORKING TITLE (IF ANY)				
Employment Security Field Office Supervisor 13600-44-54-102-30-01	Front Line Programs Supervisor				
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ Supervisor ☐ Lead Worker					

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

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

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

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

Minimum Qualifications

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

Requires five (5) years professional experience in personnel administration or business ownership management or operation.
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

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

20. CONDITIONS OF EMPLOYMENT

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/14/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-54-105-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		09/01/2023				
NEW/REVISED POSITION Northern Region/ Carpentersville Processing Center	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) • Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements • Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-105-10-01	Front Line Programs Supervisor

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

- ☐ Lead Worker
- ☐ Supervisor

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

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

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

Minimum Qualifications

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

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

- 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)

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3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative		Service Representative		29	SS		13667-44-54-107-10-31		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION									
IL Department of Employment Security		Service Delivery/ Field Operations			0	045	2	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023		
NEW/REVISED POSITION									
Northern Region/ North Aurora Local Office		Service Unit I							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION									
North Aurora, Illinois		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	2. Establishes, maintains and/or prepares activity records and reports - Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases - Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax - Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager - Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals - Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act - Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services - Interviews job seekers, taking or updating work history - Selects suitable job openings as listed in job order records or available through automated files - Provides clients with information regarding selected jobs and job interviewing procedures - Verifies and records placements
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WORKING TITLE (IF ANY)	
Employment Security Field Office Supervisor 13600-44-54-107-10-01	
Front Line Programs Supervisor	

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

☐ Lead Worker☐ Supervisor

NOTE: 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
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Minimum Qualifications

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

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

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
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2. Requires ability to utilize Spanish in the performance of all duties.
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<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

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Northern Region/ North Aurora Local Office		Service Unit II							
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

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

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Service Representative	SERVICE REPRESENTATIVE - SPANISH SPEAKING	Spanish (SP)	None (00)		13667-44-55-106-20-31		
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 Department of Employment Security	Northwest Region	0	098	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☒ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		01/16/2025			
Northwest Region - Sterling Local Office	Northwest Region - Sterling Local Office - Service Unit 2						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Sterling - 406 Avenue C	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims - Makes multi-claimant decisions						

POSITION DESCRIPTION

	• 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
25%	2. Establishes, maintains and/or prepares activity records and reports • Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases • Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax • Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager • Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals • Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act • Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services • Interviews job seekers, taking or updating work history • Selects suitable job openings as listed in job order records or available through automated files • Provides clients with information regarding selected jobs and job interviewing procedures • Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs • Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)	

	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-55-106-20-01	Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:	
☐ Supervisor ☐ Lead Worker	
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.	

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

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

Minimum Qualifications

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

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

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

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.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize the Spanish language in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION									
Employment Security Service Representative		Service Representative		29	SS		13667-44-55-108-10-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION									
IL Department of Employment Security		Service Delivery/ Field Operations		0	072	2	R		
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION					☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		09/01/2023		
NEW/REVISED POSITION									
Northwest Region/ Peoria Local Office		Service Unit I							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION									
Peoria, Illinois		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES) - Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements - Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique 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								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	2. Establishes, maintains and/or prepares activity records and reports - Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases - Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax - Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager - Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager
10%	3. Conducts reconsidered determinations and accepts appeals - Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act - Explains client rights and responsibilities as they pertain to benefit programs
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services - Interviews job seekers, taking or updating work history - Selects suitable job openings as listed in job order records or available through automated files - Provides clients with information regarding selected jobs and job interviewing procedures - Verifies and records placements
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)	
WORKING TITLE (IF ANY)	
Employment Security Field Office Supervisor 13600-44-55-108-10-01	
Front Line Programs Supervisor	

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

☐ Lead Worker☐ Supervisor

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

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

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

Minimum Qualifications

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

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

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

20. CONDITIONS OF EMPLOYMENT

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

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

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchionni by JLM</i>	09/01/2023

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

Agency: IDES

Date Approved: 8/15/2023

HRT Approval: Penny Christian

Classification Approved By: Chris Nickols

Date Locked: 8/23/2023

Locked by: Chris Nickols

Revised and Relocked on:

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION		29	1				
Employment Security Specialist 1	MIGRANT AND SEASONAL EMPLOYMENT SPECIALIST – SPANISH SPEAKING	Spanish (SP)	None (00)		13671-44-40-200-20-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
IL Department of Employment Security							
NEW/REVISED POSITION							
Department of Employment Security	Business Services	0	072	2	R		
10. SECTION	11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION	Migrant & Seasonal Farm Workers (MSFW) Program		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		10/01/2024		
Intra-Agency Coordination			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION				
Business Services - Special Employment Programs	Business Services - Special Employment Programs - Migrant and Seasonal Farmworkers (MSFW)		☐ MC150 LATERAL REALLOCATION				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
Peoria, Illinois							
NEW/REVISED POSITION							
Peoria - 410 Elm St	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under general supervision, serves as a Migrant and Seasonal Employment Specialist for the Illinois Department of Employment Security (IDES) Monitors, collects and analyzes information regarding employment services programs available to farmworkers and other migrant or seasonal workers, including but not limited to the Migrant and Seasonal Farmworker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program, to assess program effectiveness and compliance with state and federal regulations						

POSITION DESCRIPTION

	• Conducts frequent onsite visits to working and living areas of farmworkers and other migrant or seasonal workers to offer and verify employment services and job contract compliance • Conducts field checks and housing inspections to monitor and report adherence to related state and federal guidelines • Coordinates and executes field-work screenings
25%	2. Provides technical assistance and guidance to communities and state agencies regarding employment services programs available to farmworkers and other migrant or seasonal workers • Explains rules, regulations, policies and procedures pertaining to programs to employers, employees, community groups and other interested parties • Provides information and assistance to notify individuals of available program services and resources and other local, state, and/or federal assistance available to migrant or seasonal workers, including but not limited to social services, healthcare, legal aid and/or education services • Responds to inquiries via email, in person, by phone and/or during onsite visits • Reviews and provides interpretation of state and federal guidelines related to the programs
20%	3. Using systems including but not limited to the Illinois Labor Exchange System, enters job orders and services relevant to programs available to farmworkers and other migrant or seasonal workers • Maintains related files • Develops and maintains systems to organize related reports • Provides information and referrals for services related to programs to employers, employees, community groups and other interested parties
10%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties • Prepares reports from findings and makes recommendations for program improvements to the Manager, the State Monitor Advocate and/or relevant agency management
10%	5. Attends and participates in community and hiring events, including but not limited to employer orientations, for clients eligible for employment services programs available to farmworkers and other migrant or seasonal workers • Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. S1 37015-44-40-200-20-31	MIGRANT & SEASONAL FARMWORKERS (MSFW) PROGRAM MANAGER - SPANISH SPEAKING

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of four (4) years college with major courses in the social sciences; OR

Requires four (4) years of work experience in program research evaluation or design with two (2) of the years at the professional level

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. One (1) year of experience providing technical assistance and guidance for employment services programs or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Experience conducting onsite visits to monitor compliance with federal and/or state regulations
3. One (1) year of experience using a labor exchange system to enter and review employer and/or client information
4. One (1) year of experience providing technical assistance and guidance for employment services programs; examples of applicable programs include: Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), H-2B Temporary Non-Agricultural Workers (H-2B), Reemployment Services and Eligibility Assessment (RESEA), Hire the Future (HTF), Re-entry Employment Service Program (RESP), Work Opportunity Tax Credit (WOTC), Workforce Innovation and Opportunity Act (WIOA), and National Farmworker Jobs Program (NFJP)
5. Experience communicating effectively with a range of stakeholders to provide information on programs, services, policies and procedures
6. Experience developing and maintaining cooperative working relationships with a range of stakeholders

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.

7. Professional experience communicating effectively both verbally and in written form
8. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

1. Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-State employment during state employment or within one year immediately after ending State employment, the employee shall, prior to accepting any such non-State employment offer, notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor (OEIG) or may be subject to a fine.
2. Requires an Illinois State Police background check and self-disclosure of any criminal history.
3. Requires ability to utilize the Spanish language in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. Requires the ability to perform the physical functions and tasks associated with onsite inspections, including but not limited to crouching, kneeling, bending, and walking.
6. Requires exposure to various weather and environmental conditions during onsite inspections, including but not limited to wet and/or humid conditions, extreme cold, extreme heat, dust, dirt, pollen, engine noise, and chemicals used in agricultural work.
7. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
8. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
9. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
10. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Migrant and Seasonal Employment Specialist. Responsibilities include conducting frequent visits to working and living areas of farmworkers and other migrant and seasonal workers to provide technical assistance and guidance to individuals, employers, and communities regarding Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), and H-2B Temporary Non-Agricultural Workers (H-2B) programs and to verify compliance with related state and federal regulations. This position provides a great opportunity for someone who has a strong knowledge of employment laws and services pertaining to migrant and seasonal farmworkers and is dedicated to providing information and assistance related to these services to eligible individuals and employers through community outreach. The ideal candidate for this position will have experience working as a migrant or seasonal farmworker, working closely with migrant or seasonal farmworkers, or have substantial work experience in farmworker activities, as well as experience communicating effectively with a range of stakeholders and providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers. 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.

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION		29	1				
Employment Security Specialist 1	MIGRANT AND SEASONAL EMPLOYMENT SPECIALIST – SPANISH SPEAKING	Spanish (SP)	None (00)		13671-44-40-200-20-32		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
IL Department of Employment Security							
NEW/REVISED POSITION							
Department of Employment Security	Business Services	0	010	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION				10/01/2024			
Intra-Agency Coordination	Migrant & Seasonal Farm Workers (MSFW) Program	☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY					
Business Services - Special Employment Programs	Business Services - Special Employment Programs - Migrant and Seasonal Farmworkers (MSFW)						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
EXISTING POSITION							
Champaign, Illinois							
NEW/REVISED POSITION							
Champaign - 1307 N Mattis Ave	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under general supervision, serves as a Migrant and Seasonal Employment Specialist for the Illinois Department of Employment Security (IDES) Monitors, collects and analyzes information regarding employment services programs available to farmworkers and other migrant or seasonal workers, including but not limited to the Migrant and Seasonal Farmworker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program, to assess program effectiveness and compliance with state and federal regulations						

POSITION DESCRIPTION

	• Conducts frequent onsite visits to working and living areas of farmworkers and other migrant or seasonal workers to offer and verify employment services and job contract compliance • Conducts field checks and housing inspections to monitor and report adherence to related state and federal guidelines • Coordinates and executes field-work screenings
25%	2. Provides technical assistance and guidance to communities and state agencies regarding employment services programs available to farmworkers and other migrant or seasonal workers • Explains rules, regulations, policies and procedures pertaining to programs to employers, employees, community groups and other interested parties • Provides information and assistance to notify individuals of available program services and resources and other local, state, and/or federal assistance available to migrant or seasonal workers, including but not limited to social services, healthcare, legal aid and/or education services • Responds to inquiries via email, in person, by phone and/or during onsite visits • Reviews and provides interpretation of state and federal guidelines related to the programs
20%	3. Using systems including but not limited to the Illinois Labor Exchange System, enters job orders and services relevant to programs available to farmworkers and other migrant or seasonal workers • Maintains related files • Develops and maintains systems to organize related reports • Provides information and referrals for services related to programs to employers, employees, community groups and other interested parties
10%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties • Prepares reports from findings and makes recommendations for program improvements to the Manager, the State Monitor Advocate and/or relevant agency management
10%	5. Attends and participates in community and hiring events, including but not limited to employer orientations, for clients eligible for employment services programs available to farmworkers and other migrant or seasonal workers • Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. S1 37015-44-40-200-20-31	MIGRANT & SEASONAL FARMWORKERS (MSFW) PROGRAM MANAGER - SPANISH SPEAKING

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of four (4) years college with major courses in the social sciences; OR

Requires four (4) years of work experience in program research evaluation or design with two (2) of the years at the professional level

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. One (1) year of experience providing technical assistance and guidance for employment services programs or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Experience conducting onsite visits to monitor compliance with federal and/or state regulations
3. One (1) year of experience using a labor exchange system to enter and review employer and/or client information
4. One (1) year of experience providing technical assistance and guidance for employment services programs; examples of applicable programs include: Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), H-2B Temporary Non-Agricultural Workers (H-2B), Reemployment Services and Eligibility Assessment (RESEA), Hire the Future (HTF), Re-entry Employment Service Program (RESP), Work Opportunity Tax Credit (WOTC), Workforce Innovation and Opportunity Act (WIOA), and National Farmworker Jobs Program (NFJP)
5. Experience communicating effectively with a range of stakeholders to provide information on programs, services, policies and procedures
6. Experience developing and maintaining cooperative working relationships with a range of stakeholders

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.

7. Professional experience communicating effectively both verbally and in written form
8. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

1. Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-State employment during state employment or within one year immediately after ending State employment, the employee shall, prior to accepting any such non-State employment offer, notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor (OEIG) or may be subject to a fine.
2. Requires an Illinois State Police background check and self-disclosure of any criminal history.
3. Requires ability to utilize the Spanish language in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. Requires the ability to perform the physical functions and tasks associated with onsite inspections, including but not limited to crouching, kneeling, bending, and walking.
6. Requires exposure to various weather and environmental conditions during onsite inspections, including but not limited to wet and/or humid conditions, extreme cold, extreme heat, dust, dirt, pollen, engine noise, and chemicals used in agricultural work.
7. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
8. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
9. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
10. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Migrant and Seasonal Employment Specialist. Responsibilities include conducting frequent visits to working and living areas of farmworkers and other migrant and seasonal workers to provide technical assistance and guidance to individuals, employers, and communities regarding Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), and H-2B Temporary Non-Agricultural Workers (H-2B) programs and to verify compliance with related state and federal regulations. This position provides a great opportunity for someone who has a strong knowledge of employment laws and services pertaining to migrant and seasonal farmworkers and is dedicated to providing information and assistance related to these services to eligible individuals and employers through community outreach. The ideal candidate for this position will have experience working as a migrant or seasonal farmworker, working closely with migrant or seasonal farmworkers, or have substantial work experience in farmworker activities, as well as experience communicating effectively with a range of stakeholders and providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers. 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.

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION		29	1				
Employment Security Specialist 1	MIGRANT AND SEASONAL EMPLOYMENT SPECIALIST – SPANISH SPEAKING	Spanish (SP)	None (00)		13671-44-40-200-20-33		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
IL Department of Employment Security							
NEW/REVISED POSITION							
Department of Employment Security	Business Services	0	082	2	R		
10. SECTION	11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION	Migrant & Seasonal Farm Workers (MSFW) Program		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		10/01/2024		
Intra-Agency Coordination							
Business Services - Special Employment Programs	Business Services - Special Employment Programs - Migrant and Seasonal Farmworkers (MSFW)						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
EXISTING POSITION							
Belleville, Illinois							
NEW/REVISED POSITION							
Belleville – 7650 Magna Drive	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under general supervision, serves as a Migrant and Seasonal Employment Specialist for the Illinois Department of Employment Security (IDES) Monitors, collects and analyzes information regarding employment services programs available to farmworkers and other migrant or seasonal workers, including but not limited to the Migrant and Seasonal Farmworker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program, to assess program effectiveness and compliance with state and federal regulations						

POSITION DESCRIPTION

	• Conducts frequent onsite visits to working and living areas of farmworkers and other migrant or seasonal workers to offer and verify employment services and job contract compliance • Conducts field checks and housing inspections to monitor and report adherence to related state and federal guidelines • Coordinates and executes field-work screenings
25%	2. Provides technical assistance and guidance to communities and state agencies regarding employment services programs available to farmworkers and other migrant or seasonal workers • Explains rules, regulations, policies and procedures pertaining to programs to employers, employees, community groups and other interested parties • Provides information and assistance to notify individuals of available program services and resources and other local, state, and/or federal assistance available to migrant or seasonal workers, including but not limited to social services, healthcare, legal aid and/or education services • Responds to inquiries via email, in person, by phone and/or during onsite visits • Reviews and provides interpretation of state and federal guidelines related to the programs
20%	3. Using systems including but not limited to the Illinois Labor Exchange System, enters job orders and services relevant to programs available to farmworkers and other migrant or seasonal workers • Maintains related files • Develops and maintains systems to organize related reports • Provides information and referrals for services related to programs to employers, employees, community groups and other interested parties
10%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties • Prepares reports from findings and makes recommendations for program improvements to the Manager, the State Monitor Advocate and/or relevant agency management
10%	5. Attends and participates in community and hiring events, including but not limited to employer orientations, for clients eligible for employment services programs available to farmworkers and other migrant or seasonal workers • Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. S1 37015-44-40-200-20-31	MIGRANT & SEASONAL FARMWORKERS (MSFW) PROGRAM MANAGER - SPANISH SPEAKING

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of four (4) years college with major courses in the social sciences; OR

Requires four (4) years of work experience in program research evaluation or design with two (2) of the years at the professional level

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. One (1) year of experience providing technical assistance and guidance for employment services programs or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Experience conducting onsite visits to monitor compliance with federal and/or state regulations
3. One (1) year of experience using a labor exchange system to enter and review employer and/or client information
4. One (1) year of experience providing technical assistance and guidance for employment services programs; examples of applicable programs include: Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), H-2B Temporary Non-Agricultural Workers (H-2B), Reemployment Services and Eligibility Assessment (RESEA), Hire the Future (HTF), Re-entry Employment Service Program (RESP), Work Opportunity Tax Credit (WOTC), Workforce Innovation and Opportunity Act (WIOA), and National Farmworker Jobs Program (NFJP)
5. Experience communicating effectively with a range of stakeholders to provide information on programs, services, policies and procedures
6. Experience developing and maintaining cooperative working relationships with a range of stakeholders

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.

7. Professional experience communicating effectively both verbally and in written form
8. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

1. Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-State employment during state employment or within one year immediately after ending State employment, the employee shall, prior to accepting any such non-State employment offer, notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor (OEIG) or may be subject to a fine.
2. Requires an Illinois State Police background check and self-disclosure of any criminal history.
3. Requires ability to utilize the Spanish language in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. Requires the ability to perform the physical functions and tasks associated with onsite inspections, including but not limited to crouching, kneeling, bending, and walking.
6. Requires exposure to various weather and environmental conditions during onsite inspections, including but not limited to wet and/or humid conditions, extreme cold, extreme heat, dust, dirt, pollen, engine noise, and chemicals used in agricultural work.
7. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
8. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
9. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
10. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION		29	1				
Employment Security Specialist 1	MIGRANT AND SEASONAL EMPLOYMENT SPECIALIST – SPANISH SPEAKING	Spanish (SP)	None (00)		13671-44-40-200-20-34		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
IL Department of Employment Security							
NEW/REVISED POSITION							
Department of Employment Security	Business Services	0	084	2	R		
10. SECTION	11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION	Migrant & Seasonal Farm Workers (MSFW) Program		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY		10/01/2024		
Intra-Agency Coordination			☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
Business Services - Special Employment Programs	Business Services - Special Employment Programs - Migrant and Seasonal Farmworkers (MSFW)						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
Springfield, Illinois							
NEW/REVISED POSITION							
Springfield – 607 E Adam St	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under general supervision, serves as a Migrant and Seasonal Employment Specialist for the Illinois Department of Employment Security (IDES) Monitors, collects and analyzes information regarding employment services programs available to farmworkers and other migrant or seasonal workers, including but not limited to the Migrant and Seasonal Farmworker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program, to assess program effectiveness and compliance with state and federal regulations						

POSITION DESCRIPTION

	• Conducts frequent onsite visits to working and living areas of farmworkers and other migrant or seasonal workers to offer and verify employment services and job contract compliance • Conducts field checks and housing inspections to monitor and report adherence to related state and federal guidelines • Coordinates and executes field-work screenings
25%	2. Provides technical assistance and guidance to communities and state agencies regarding employment services programs available to farmworkers and other migrant or seasonal workers • Explains rules, regulations, policies and procedures pertaining to programs to employers, employees, community groups and other interested parties • Provides information and assistance to notify individuals of available program services and resources and other local, state, and/or federal assistance available to migrant or seasonal workers, including but not limited to social services, healthcare, legal aid and/or education services • Responds to inquiries via email, in person, by phone and/or during onsite visits • Reviews and provides interpretation of state and federal guidelines related to the programs
20%	3. Using systems including but not limited to the Illinois Labor Exchange System, enters job orders and services relevant to programs available to farmworkers and other migrant or seasonal workers • Maintains related files • Develops and maintains systems to organize related reports • Provides information and referrals for services related to programs to employers, employees, community groups and other interested parties
10%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties • Prepares reports from findings and makes recommendations for program improvements to the Manager, the State Monitor Advocate and/or relevant agency management
10%	5. Attends and participates in community and hiring events, including but not limited to employer orientations, for clients eligible for employment services programs available to farmworkers and other migrant or seasonal workers • Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. S1 37015-44-40-200-20-31	MIGRANT & SEASONAL FARMWORKERS (MSFW) PROGRAM MANAGER - SPANISH SPEAKING

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of four (4) years college with major courses in the social sciences; OR

Requires four (4) years of work experience in program research evaluation or design with two (2) of the years at the professional level

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. One (1) year of experience providing technical assistance and guidance for employment services programs or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Experience conducting onsite visits to monitor compliance with federal and/or state regulations
3. One (1) year of experience using a labor exchange system to enter and review employer and/or client information
4. One (1) year of experience providing technical assistance and guidance for employment services programs; examples of applicable programs include: Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), H-2B Temporary Non-Agricultural Workers (H-2B), Reemployment Services and Eligibility Assessment (RESEA), Hire the Future (HTF), Re-entry Employment Service Program (RESP), Work Opportunity Tax Credit (WOTC), Workforce Innovation and Opportunity Act (WIOA), and National Farmworker Jobs Program (NFJP)
5. Experience communicating effectively with a range of stakeholders to provide information on programs, services, policies and procedures
6. Experience developing and maintaining cooperative working relationships with a range of stakeholders

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.

7. Professional experience communicating effectively both verbally and in written form
8. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

1. Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-State employment during state employment or within one year immediately after ending State employment, the employee shall, prior to accepting any such non-State employment offer, notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor (OEIG) or may be subject to a fine.
2. Requires an Illinois State Police background check and self-disclosure of any criminal history.
3. Requires ability to utilize the Spanish language in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. Requires the ability to perform the physical functions and tasks associated with onsite inspections, including but not limited to crouching, kneeling, bending, and walking.
6. Requires exposure to various weather and environmental conditions during onsite inspections, including but not limited to wet and/or humid conditions, extreme cold, extreme heat, dust, dirt, pollen, engine noise, and chemicals used in agricultural work.
7. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
8. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
9. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
10. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Migrant and Seasonal Employment Specialist. Responsibilities include conducting frequent visits to working and living areas of farmworkers and other migrant and seasonal workers to provide technical assistance and guidance to individuals, employers, and communities regarding Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), and H-2B Temporary Non-Agricultural Workers (H-2B) programs and to verify compliance with related state and federal regulations. This position provides a great opportunity for someone who has a strong knowledge of employment laws and services pertaining to migrant and seasonal farmworkers and is dedicated to providing information and assistance related to these services to eligible individuals and employers through community outreach. The ideal candidate for this position will have experience working as a migrant or seasonal farmworker, working closely with migrant or seasonal farmworkers, or have substantial work experience in farmworker activities, as well as experience communicating effectively with a range of stakeholders and providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers. 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.

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION		29	1				
Employment Security Specialist 1	MIGRANT AND SEASONAL EMPLOYMENT SPECIALIST – SPANISH SPEAKING	Spanish (SP)	None (00)		13671-44-40-200-20-36		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
IL Department of Employment Security							
NEW/REVISED POSITION							
Department of Employment Security	Business Services	0	045	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION				10/01/2024			
Intra-Agency Coordination	Migrant & Seasonal Farm Workers (MSFW) Program	☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY					
Business Services - Special Employment Programs	Business Services - Special Employment Programs - Migrant and Seasonal Farmworkers (MSFW)						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION				
EXISTING POSITION							
North Aurora, Illinois							
NEW/REVISED POSITION							
North Aurora - 2 Smoke Tree Plaza Dr	RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under general supervision, serves as a Migrant and Seasonal Employment Specialist for the Illinois Department of Employment Security (IDES) Monitors, collects and analyzes information regarding employment services programs available to farmworkers and other migrant or seasonal workers, including but not limited to the Migrant and Seasonal Farmworker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program, to assess program effectiveness and compliance with state and federal regulations						

POSITION DESCRIPTION

	• Conducts frequent onsite visits to working and living areas of farmworkers and other migrant or seasonal workers to offer and verify employment services and job contract compliance • Conducts field checks and housing inspections to monitor and report adherence to related state and federal guidelines • Coordinates and executes field-work screenings
25%	2. Provides technical assistance and guidance to communities and state agencies regarding employment services programs available to farmworkers and other migrant or seasonal workers • Explains rules, regulations, policies and procedures pertaining to programs to employers, employees, community groups and other interested parties • Provides information and assistance to notify individuals of available program services and resources and other local, state, and/or federal assistance available to migrant or seasonal workers, including but not limited to social services, healthcare, legal aid and/or education services • Responds to inquiries via email, in person, by phone and/or during onsite visits • Reviews and provides interpretation of state and federal guidelines related to the programs
20%	3. Using systems including but not limited to the Illinois Labor Exchange System, enters job orders and services relevant to programs available to farmworkers and other migrant or seasonal workers • Maintains related files • Develops and maintains systems to organize related reports • Provides information and referrals for services related to programs to employers, employees, community groups and other interested parties
10%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties • Prepares reports from findings and makes recommendations for program improvements to the Manager, the State Monitor Advocate and/or relevant agency management
10%	5. Attends and participates in community and hiring events, including but not limited to employer orientations, for clients eligible for employment services programs available to farmworkers and other migrant or seasonal workers • Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. S1 37015-44-40-200-20-31	MIGRANT & SEASONAL FARMWORKERS (MSFW) PROGRAM MANAGER - SPANISH SPEAKING

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to completion of four (4) years college with major courses in the social sciences; OR

Requires four (4) years of work experience in program research evaluation or design with two (2) of the years at the professional level

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. One (1) year of experience providing technical assistance and guidance for employment services programs or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Experience conducting onsite visits to monitor compliance with federal and/or state regulations
3. One (1) year of experience using a labor exchange system to enter and review employer and/or client information
4. One (1) year of experience providing technical assistance and guidance for employment services programs; examples of applicable programs include: Migrant and Seasonal Farmworker (MSFW), H-2A Temporary Agricultural Workers (H-2A), H-2B Temporary Non-Agricultural Workers (H-2B), Reemployment Services and Eligibility Assessment (RESEA), Hire the Future (HTF), Re-entry Employment Service Program (RESP), Work Opportunity Tax Credit (WOTC), Workforce Innovation and Opportunity Act (WIOA), and National Farmworker Jobs Program (NFJP)
5. Experience communicating effectively with a range of stakeholders to provide information on programs, services, policies and procedures
6. Experience developing and maintaining cooperative working relationships with a range of stakeholders

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.

7. Professional experience communicating effectively both verbally and in written form
8. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

1. Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-State employment during state employment or within one year immediately after ending State employment, the employee shall, prior to accepting any such non-State employment offer, notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor (OEIG) or may be subject to a fine.
2. Requires an Illinois State Police background check and self-disclosure of any criminal history.
3. Requires ability to utilize the Spanish language in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. Requires the ability to perform the physical functions and tasks associated with onsite inspections, including but not limited to crouching, kneeling, bending, and walking.
6. Requires exposure to various weather and environmental conditions during onsite inspections, including but not limited to wet and/or humid conditions, extreme cold, extreme heat, dust, dirt, pollen, engine noise, and chemicals used in agricultural work.
7. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
8. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
9. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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



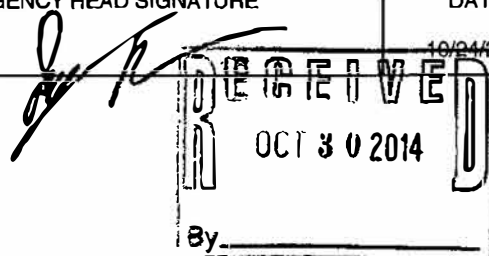
ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

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

CMS-104 (Rev. 10/94) IL 401-7794

Debra D. Smith 11/20/14



16. (CONTINUED)

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

05%

5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

37015-44-22-500-40-01

PSA, Opt 1 ~~37015-44-22-540-00-01~~

WORKING TITLE (IF ANY)

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

☐ SUPERVISOR OR ☐ LEAD WORKER

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

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

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

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

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



POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position Employment Security Specialist 3				29	SS	13673-44-51-220-00-31 ~~13673-44-51-220-10-31~~			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position									12/16/22 - PNC
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	016	2	R	N
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							11/01/2021		
New/Revised Position Chicago Region		Employment Services			☒ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE			Rutan Exempt				
Existing Position									
New/Revised Position Chicago, IL		RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	Under 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. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.								
20%	2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.								
15%	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		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
 11/10/21					 11/04/2021				

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	4. Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry.	
10%	5. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of corrective action for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, prepares reports and recommendations on findings to Regional ES Program Manager.	
05%	6. Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary.	
05%	7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date.	
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-51-220-00-01		WORKING TITLE (IF ANY) Employment Services (ES) Program Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ SUPERVISOR OR ☐ LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in the social sciences and two years of professional experience in program research, evaluation or design, preferably related to Employment Service programs; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; preferably related to Employment Service programs. Requires extensive knowledge of Employment Service programs, Service Delivery Bureau programs, service goals, activities and operational systems; Workforce Innovation and Opportunity Act regulations and guidelines. Requires working knowledge of state or federal regulations impacting on the design or operation of ES and UI Programs; training, public relations and automated system capabilities within the agency. Requires the ability to effectively communicate with internal and external staff in oral and written form, as well as the general public; establish and maintain cooperative working relationships; analyze problems and adopt an effective course of action; and to use a PC and related software programs. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		
Special Skills: Requires one year experience in working directly with Illinois Labor Exchange system, job seekers and the business community. Requires experience in public speaking and/or conducting workshop presentations and training. Requires extensive knowledge of MS PowerPoint and Excel, and working knowledge of Illinois Benefit Information System (IBIS).		



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position				—	—	13673-44-54-220-10-01-----			
New/Revised Position				29	SS	13673-44-54-220-00-31			
Employment Security Specialist 3									
3. AGENCY		4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AT AUTH	8. AUDIT	9. OFFICE USE	
Existing Position								2/16/19 - Update to work loc. 12/16/22 - PNC	
New/Revised Position		Service Delivery/ Field Operations		0	045	Y	R		
IL Department of Employment Security									
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position						10/01/2016			
New/Revised Position		Employment Services							
Northern Region									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☒ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
Existing Position									
Aurora, IL									
New/Revised Position		RC062		N					
Aurora, IL---		North Aurora, IL							
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
25%	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. 1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.								
20%	2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.								
15%	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		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE			
 39		 JAN 05 2017				12/22/2016			

16. (CONTINUED)

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

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

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

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

☐ SUPERVISOR OR ☐ LEAD WORKER

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

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

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

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

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

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Executive 1	State Monitor Advocate	29	SS	13851-44-40-200-05-31 ~~13851-44-40-200-10-31~~				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Business Services	0	084	1	R	11/16/22 - PNC		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH		06/16/2022				
NEW/REVISED POSITION Intra-Agency Coordination	State Monitor Advocate Program	☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Springfield, IL	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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 serving migrant and seasonal farmworkers - Travels 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 of migrant and seasonal farmworkers, including but not limited to reviews of outreach staff activity reports - In accordance with federal regulations and established agency timeliness guidelines, conducts field visits to working, living, and gathering places of migrant and seasonal farmworkers to discuss employment services with clients and other interested external parties, including but not limited to migrant and seasonal farmworkers, crew leaders and employers, and records the outcome of these visits - Evaluates results from monitoring, reviews and field visits for compliance with federal guidelines and legislation, compiles findings, and makes recommendations to agency management for corrective action and/or service delivery improvement - Evaluates equity of access and parity of services provided, including but not limited to interpretive services provided during agency outreach - Conducts follow-up visits to ensure recommended corrective actions have been implemented - Utilizes Spanish language to assist clients who request or need interpretive services

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	• 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 Excel, creates a variety of reports to meet federal, state, and agency reporting requirements, including but not limited to complex, detailed annual summary reports based on statistical data, monitoring reviews, and other activities as required in federal regulations • Responds timely to information requests from internal and external parties, including but not limited to agency leadership, the U.S. Department of Labor (DOL) Regional Monitor Advocate, and the DOL National Monitor Advocate
10%	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 CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	- Collaborates with agency management in identifying and resolving issues and proposing system improvements - Monitors to ensure that complaint system logs are transmitted to relevant federal agencies and/or other authorities in accordance with state and federal law - Monitors follow-up on violations forwarded to federal agencies
05%	7. Keeps abreast of current federal regulations related to employment of migrant and seasonal farmworkers - 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

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

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

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business or public administration
- Requires one (1) year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program, preferably including one (1) year of professional experience providing employment services to migrant and seasonal farmworkers
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

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

Specialized Skills:

- Of the one (1) year of required experience, requires one (1) year of professional experience providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers and communicating effectively with a range of internal and external stakeholders, including but not limited to migrant and seasonal farmworkers, employers, agency management and staff, and external organizations serving migrant and seasonal farmworkers
- Requires extensive knowledge of using Microsoft Excel functionality to create complex statistical reports

Preferred Qualifications

1. Prefers experience providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Prefers experience communicating effectively with a range of stakeholders, including but not limited to migrant and seasonal farmworkers, employers, agency management and staff, and external organizations serving migrant and seasonal farmworkers
3. Prefers experience using Microsoft Excel to create complex statistical reports
4. Prefers extensive knowledge of the principles and practices of public, business, and/or nonprofit administration
5. Prefers experience analyzing administrative problems and adopting an effective course of action
6. Prefers experience developing, implementing, and evaluating new and revised methods, procedures and performance standards
7. Prefers experience exercising judgment and discretion in developing, implementing and interpreting policies and procedures
8. Prefers experience developing and maintaining cooperative working relationships with a range of stakeholders
9. Prefers professional experience communicating effectively both verbally and in written form
10. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT

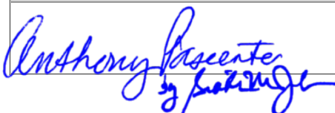
1. Requires the ability to travel extensively, including overnight stays
2. Requires an Illinois State Police background check and self-disclosure of any criminal history

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

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

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
 8/23/2022		 6/28/2022	

POSITION DESCRIPTION

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
NEW/REVISED POSITION	BOARD OF REVIEW (BOR) ATTORNEY - SPANISH SPEAKING	Spanish (SP)	None (00)		18300-44-03-200-00-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION							
IL Department of Employment Security	Legal Services / Board of Review						
NEW/REVISED POSITION							
Department of Employment Security	Board of Review (BOR)		5	016	2	R	
10. SECTION	11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION		07/16/2024	
Board Decisions							
NEW/REVISED POSITION							
Board of Review - Board Decisions							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
Chicago, IL							
NEW/REVISED POSITION							
Chicago - 33 S State St	RC010						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30%	1. Under direction, serves as a Board of Review (BOR) Attorney for the Illinois Department of Employment Security (IDES) - Reviews case files for appeals filed to the gubernatorially appointed Board of Review to determine legal sufficiency or insufficiency and based on determinations prepares written recommended decisions or recommends additional proceedings or actions, including but not limited to remands - Reviews the records from first-level hearings for appeals filed to the gubernatorially appointed Board of Review, including but not limited to cases involving claims for Unemployment Insurance (UI) benefits and/or employer Unemployment Insurance (UI) contributions, utilizing systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax						

	- Reviews submission information for appeals to the gubernatorially appointed Board of Review to identify issues, including but not limited to issues regarding timeliness of both the first-level hearings and the appeal to the gubernatorially appointed Board of Review, the timeliness and legal sufficiency of an employer's protest to a claim for benefits and requests for additional evidentiary hearings - Conducts legal research utilizing legal research tools including but not limited to LexisNexis and Westlaw to analyze, interpret and apply the relevant laws, rules, regulations, procedures and administrative and judicial decisions - Prepares written recommended decisions on behalf of the agency for review and approval by relevant agency management prior to submission to the gubernatorial Board of Review - Works with relevant agency staff to forward approved recommended decisions to members of the gubernatorially appointed Board of Review which upon acceptance by the members becomes the final decision - Consults with relevant agency management for more complex legal issues
25%	2. Determines in collaboration with relevant agency management whether case files meet legal sufficiency standards to support a decision from the gubernatorially appointed Board of Review with respect to each issue under appeal - Examines the evidentiary content of each case file utilizing systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to determine legal sufficiency or insufficiency based on legal standards and agency policy - Based on legal sufficiency determination, drafts recommended decisions and instructions to guide additional proceedings or actions based on agency procedures and guidelines, including but not limited to recommendations remanding matters to relevant Service Delivery and/or Appeals staff for further investigation and/or evidentiary hearings
15%	3. Evaluates the admissibility of facts, considers legal arguments presented and assesses witness credibility in accordance with state and federal law and agency guidelines and in collaboration with relevant agency management Reviews testimony from first-level hearings and examines case file documents, including but not limited to agency records, communications, evidentiary exhibits, briefs by legal counsel and prior decisions from the gubernatorially appointed Board of Review
15%	4. Prepares comprehensive legal draft recommendations for agency management review and submission to the gubernatorially appointed Board of Review in conformance with statutory provisions and case facts - Provides clear and concise statements of facts and laws - Explains how statutory provisions apply to case facts, reasons for conclusions and rulings on each issue that affirms, modifies, reverses or remands the case and any instructions relevant to the ruling
05%	5. Renders legal assistance to the gubernatorially appointed Board of Review in preparing for and conducting formal hearings

	Collaborates with Board members and other stakeholders to ensure decisions align with legal standards and agency policies
05%	6. Keeps abreast of new developments in applicable laws, rules and regulations as they apply to unemployment insurance (UI) appeals - Stays abreast of Board of Review precedents and court rulings to inform decision-making for recommended decisions - Gathers and reviews pertinent materials in preparation for training and/or review meetings - As directed, attends, participates in and completes training and development programs, seminars and classes, including but not limited to mandatory in-service training courses of curriculum within the agency or at remote sites
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Senior Public Service Admin., Opt. 8L 40070-44-03-000-00-01	

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

- Requires graduation from a recognized law school
- Requires the possession of a license to practice law in Illinois
- Requires two (2) years professional experience in litigation, administrative hearings or related legal work
- 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)

- Ten (10) years of trial or hearing experience, applying legal rulings and principles to fact situations found within the cases
- Experience drafting complex and technical legal documents in simple language

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. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
4. Two (2) years of experience in administrative law
5. Two (2) years of experience analyzing financial information for legal cases
6. Experience applying provisions of Unemployment Insurance law to cases

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered sedentary work as defined by the U.S. Department of Labor (20 CFR 404.1567(a)). Sedentary work involves lifting no more than 10 pounds at a time and requires occasional lifting, carrying, walking, and standing.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. This position has been found to meet the requirements in section 4A-101 of the Illinois Governmental Ethics Act requiring the occupant/employee to file a Statement of Economic Interest. The Illinois Governmental Ethics Act (5 ILCS 420/4A et seq.) requires certain state officials and employees to file annual Statements of Economic Interest with the Office of the Secretary of State that will be made available for examination and copying by the public. All employees required to file a Statement of Economic Interest are also required to file the Supplemental Statement of Economic Interest with the Executive Ethics Commission. (See Executive Order 15-09) Fines and penalties apply to untimely filings.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve in the IDES Board of Review division. Responsibilities include reviewing unemployment insurance (UI) appeals to the Board of Review, determining the legal sufficiency or insufficiency for each case, and submitting for approval legal draft recommendations to the Board of Review explaining the application of the statutory provisions to the facts of the case. This position provides a great opportunity for someone who has a strong knowledge of UI law and is dedicated to applying laws, rules, regulations, procedures, and administrative and judicial decisions to fact situations found within the cases. The ideal candidate for this position will have extensive experience in administrative law and analyzing appeals cases. 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.



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS1	29994-44-08-400-23-31 ~~29994-44-08-420-30-31~~			
3. AGENCY		4. BUREAU/ DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE	
Existing Position								11/16/22 PNC	
New/Revised Position		Legal Services/ Appeals		0	016	N	R		
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
Existing Position						06/01/2019			
New/Revised Position		Benefit Appeals							
Administration/ Case Management									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt		☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION			
Existing Position									
New/Revised Position		RC028		N					
Chicago, IL									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	Under direction, performs complex, specialized and technical functions supporting Case Management activities for Illinois Department of Employment Security (IDES) Unemployment Insurance (UI) appeals; conducts research pertaining to incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; plans, directs, organizes, reviews and evaluates Case Management clerical activities; prepares case files and related documentation for benefit appeals; utilizes systems including but not limited to the Illinois Benefit information System (IBIS); analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; compiles statistical reports of performance; communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; utilizes Spanish language to assist clients who request or need interpretive services.								
35%	1. Performs complex, specialized and technical functions supporting Case Management activities for IDES UI appeals on claims for benefits; conducts research pertaining to incoming benefit appeals cases; accesses systems including but not limited IBIS to gather and/or update information; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; analyzes incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; identifies and resolves issues; produces and maintains logs and databases to organize and track caseloads; serves as a liaison between Hearings Referees, Appeals Manager, other IDES staff and concerned parties in matters relating to case management of benefit appeals; utilizes Spanish language to assist clients who request or need interpretive services; notifies parties of changes to hearing dates.								
10%	2. Plans, directs, organizes, reviews, evaluates and modifies Case Management clerical activities; implements clerical processes for the receipt, review, data entry and docketing of incoming appeals and receipt and record of public inquiries related to appeals cases; interprets and explains processes and procedures.								
10%	3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and/or electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties.								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE			
<i>Janet Pule</i> 39		<i>Thomas Chan</i> 12		<i>Thomas Chan</i> 12		06/17/2019			

RECEIVED

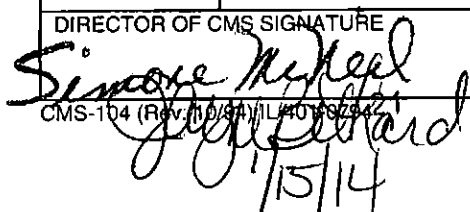
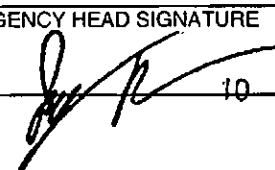
JUN 18 2019

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	4. Analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; using a PC and agency supplied software compiles statistical reports of performance; maintains inventory of office supplies and equipment; coordinates orders for new supplies and equipment.	
10%	5. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.	
10%	6. Confers with supervisor to discuss processing, procedural and work flow problems, propose solutions and make recommendations for annual program goals and objectives; confers with central and field personnel to correct and/or update system information for administration of the Illinois Unemployment Insurance Act, Rules and Administrative Code as it relates to benefit appeals.	
10%	7. Communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; provides information to claimants regarding policies and procedures; accesses and reviews case files to answer inquiries from walk-ins and telephone calls; utilizes Spanish language to assist clients who request or need interpretive services.	
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
PSA, Opt. 1 37015-44-08-400-00-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☒ SUPERVISOR OR ☐ LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
Office Associate	~~30015-44-08-420-30-32~~ 30015-44-08-400-23-32	2-3
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and two years of office experience; or completion of high school and four years of Office Assistant experience; or four years independent business experience. Requires extensive knowledge of office procedures and programs; elementary mathematics and grammar, including familiarity of legal terminology. Requires working knowledge of Illinois Department of Employment Security (IDES) program operations and policies, including but not limited to the Illinois Unemployment Insurance (UI) Act, Rules and Administrative Code. Requires ability to operate manual and automated office equipment; direct and supervise the work of a nonprofessional office staff; use a PC with related software packages such as database management, spreadsheets, electronic mail and word processing. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.		



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

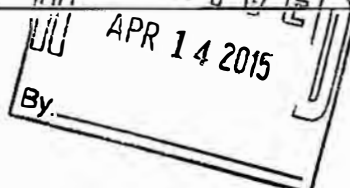
POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position						30015-44-03-310-10-38			
New/Revised Position				29	S2	30015-44-03-000-10-38			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Legal Services/ Board of Review			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							01/01/2014		
New/Revised Position					☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☒ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☒ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
Administrative Support									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC014		N					
33 S. State Street Chicago, IL 60603									
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
30%		Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. On a rotational basis, serves as office receptionist and timekeeper. Provides interpretative services for Spanish speaking clients. 1. Using a personal computer and related equipment, types and scans Board of Review and Circuit Court decisions and related legally binding documents, bringing significant matters to the manager's attention; prioritizes correspondence by type of action required. Develops, formats or inputs necessary information from documents to create agency records and legally complete documents. Proofreads and edits materials for grammar, punctuation and format; finalizes after layout, design and accuracy have been approved.							
25%		2. Choosing appropriate computerized systems, accesses databases to input, extract, revise and/or update transactions on the Benefit Information System, Board Docketing, and systems to handle documents sent via e-fax, fax, and mail. Access and use systems related to voice recordings and prioritize issues, document results, create records for use by other staff. Archives and tracks information; performs functions related to disposition and mailing of Board decisions including filing of completed cases, file maintenance and retrieval.							
15%		3. Using the Spanish language when necessary, receives, records and handles public inquiries. Analyzes information from electronic agency records, policies and procedures to respond to public and agency staff request for information; maintains confidentiality of documents and case information.							
15%		4. On a rotational basis, serves as office receptionist; answers questions concerning the status of appeals and greets visitors. Opens, sorts, prepares and distributes mail; ascertains correct address for returned or undelivered mail. Performs routine equipment maintenance functions.							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE			
 CMS-104 (Rev. 11/03/11) IL 401682342 1/15/14				 10		12/20/13			

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
10%	5. On a rotational basis, serves as timekeeper; receives approved leave requests and timesheets and reviews for accuracy and completion; enters information into automated timekeeping system for processing; resolves discrepancies. Maintains all time and attendance records including sign-in sheets, overtime sheets, leave requests, calendar and FI-46 timesheets. Monitor and track employee benefit time and usage.	
05%	6. Performs other duties as required or assigned that are reasonably within the scope of those previously defined.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
SPSA, Opt 8L 40070-44-03-000-00-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: ☐ SUPERVISOR OR ☐ LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to the completion of high school and two years of office experience. Requires extensive knowledge of office practices and procedures; composition, grammar and spelling, including legal terminology. Requires the ability to use and operate complex computerized systems on mainframe, to use a PC with software programs (including but not limited to MS Word, Excel, PowerPoint and Outlook), peripheral computer equipment, and telephone systems. Requires the ability to work within short timeframes; make decisions independently; work with and maintain confidentiality of documents and case information; and the ability to type accurately at 45 wpm. Requires the ability to speak Spanish at a colloquial level.		

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position						37015-44-06-330-00-31			
New/Revised Position				29	SS1	37015-44-16-500-00-31			
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		Administration/ Human Resource Management			0	016	N	R	3/1/2020 - update to subord. and A/I code 11/16/22 - Update subords. PNC
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							03/01/2015		
New/Revised Position									
Recruitment & Selection									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☒ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
Existing Position									
New/Revised Position									
Chicago, IL		RC063		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	Under general direction as a policy implementing manager, directs the organization, development and review of Recruitment and Selection; provides leadership and direction to staff engaged in the implementation of programs, policies and procedures governing recruitment and selection as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations.								
20%	1. Organizes, plans, executes, monitors and evaluates the Recruitment & Selection section of the Human Resource Management for IDES. Plans and directs the implementation of program policies and procedures; directs staff in the on-going operations and implementation of Recruitment & Selection projects; interprets program policies for staff; establishes goals and objectives and develops plans to assure they are being met. Assures compliance with the provisions of the "Rutan vs. Republican Party" decree, Personnel Rules, labor contracts, agency policies and any other related rules and regulations.								
15%	2. Plans, assigns, reviews and evaluates work of subordinate staff; serves as working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; when appropriate, conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.								
15%	3. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with state and federal regulations relative to the agency's hiring practices. Works with agency management staff to assure needed services are developed and supplied in a timely and efficient manner.								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE		
							04/09/2015		

Shula Topscott 4/17/15



16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	4. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations. Develops, promotes and facilitates job placements for the Department by recruiting applicants for under-utilized positions. Participates in outreach activities specifically designed to recruit protected class applicants and targeted affirmative action groups, including African-American, Asian, Hispanic, Native American and women.	
10%	5. Serves as a certified Rutan interviewer and/or sits on interview panel; scores candidates' interviews, completes candidate evaluation forms, determines candidate to be selected; monitors to ensure appropriate Rutan procedures are followed and documents are completed accurately. Using the Spanish language, assesses Spanish Speaking abilities of candidates applying for Spanish language option jobs.	
10%	6. Supervises staff engaged in the process of posting and filling of vacant positions. Directs the procedural review of processing requests to post and fill vacant positions. Establishes criteria for accepting and / or rejecting requests to post. Ensures that the procedures for categorizing and transmitting bidders lists and applications to managers in accordance with Personnel Rules, labor contracts, agency policies and any other related rules and regulations.	
05%	7. Supervises agency participation in job fairs, placement programs and related community based recruitment activities. Prepares and distributes literature regarding the hiring process. Discusses the recruitment and career opportunities within IDES. Prepares reports reflecting status of recruitment activities.	
05%	8. Participates in new employee orientation or other sessions or meetings to inform staff on hiring process and procedures or related human resource management processes; provides advice and instruction to agency employees. May set up and participate in seminar sessions in agency offices statewide.	
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
SPSA, Opt 1 40070-44-16-000-00-01		WORKING TITLE (IF ANY) Manager of Human Resource Management
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☒ SUPERVISOR OR ☐ LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
Human Resources Specialist	~~19693-44-16-500-10-01, 10-51~~ 19693-44-16-500-00-01, 00-51	1 - 3
Human Resources Representative	~~19692-44-16-500-10-01, 10-51~~ 19692-44-16-500-00-01, 00-51	1 - 3
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in Business or Public Administration and three years of progressively responsible administrative experience in a public or business organization. Requires thorough knowledge of the principles and practices of public and business administration; collective bargaining contracts and CMS personnel rules as they apply to filling positions. Requires the ability to: travel; establish and maintain effective working relationships; interpret bargaining contracts, personnel rules, agency programs, policies and procedures; analyze, review and evaluate candidate skills; communicate with others; evaluate and document work of staff; write in a clear and concise manner and to use a PC with related software programs such as word processing, database, spreadsheets and electronic mail. Requires ability to speak and write Spanish at a colloquial level. Special Skills: Of the three years experience, requires two years experience in the area of hiring under the provisions of the CMS Personnel Code and Rules and experience as a certified Rutan interviewer. Requires extensive knowledge of personnel-related computer systems and software, including EELS (Electronic Eligible List System), PEERS (Personnel Examination and Eligibility Records System) and the CMS Personnel Inquiry System.		



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

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

D. Skout 12/2/20

J. P. Smith

col. 1

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION UI Special Agent	Unemployment Insurance (UI) Benefits Accuracy Auditor	29	SS	47096-44-04-700-11-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Financial Operations/ QACR	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/16/2023			
NEW/REVISED POSITION Admin Planning	Benefits Accuracy Measurement						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Chicago, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	1. Under direction, serves as an Unemployment Insurance (UI) Benefits Accuracy Auditor for the Illinois Department of Employment Security (IDES) • Performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of IDES to assess the propriety of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) • Detects UI overpayments, fraud and other violations of state and federal laws • Conducts intensive audit interviews with claimants selected by the DOL random audit program • Assesses and evaluates all factors relevant to the Illinois UI Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes • Determines whether federal and state laws and policies were followed uniformly by claimants, employers, employer representatives, agency staff and/or interested third parties • Analyzes agency documents and/or electronic records to determine what data relevant to benefit eligibility must be further investigated to complete each audit • Travels to local and/or regional offices as directed in the performance of duties, with some overnight stays • Utilizes Spanish language to assist clients who request or need interpretive services
15%	2. Conducts in-depth audits to determine accuracy of monetary determinations issued to claimants • Utilizing a PC and relevant software, uses the definition of base period specified in the Illinois Unemployment Insurance (UI) Act and information from benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligible to receive UI benefits and evaluate results against actual monetary determinations issued • Enters investigative findings into audit case files and agency, state and/or federal computerized systems including but not limited to the U.S. Department of Labor (DOL) quality control statistical survey database
15%	3. Conducts in-depth audits of the last employing employer for each selected claimant to determine the reason the claimant was separated from employment • Determines whether claimants met all criteria for Unemployment Insurance (UI) benefit eligibility established by state and federal policies and guidelines and the Illinois UI Act • Utilizes Spanish language to assist clients who request or need interpretive services
15%	4. Utilizing guided questions and other U.S. Department of Labor (DOL) recommended investigative techniques, procedures and methodology, interviews and interacts with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to Unemployment Insurance (UI) benefit payments and develop additional audit leads

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	• Contacts employers to verify the accuracy of claimant search for work according to state and federal policies and the Illinois UI Act • Secures documentation to determine the validity of non-monetary determinations • Audits claimants' dependencies to determine accuracy of payments • Obtains records including but not limited to birth, marriage, death and/or divorce records to determine the extent to which each claimant contributed to the support of the dependent(s) claimed • As directed, travels in the performance of duties, with some overnight stays • Utilizes Spanish language to assist clients who request or need interpretive services
15%	5. Utilizing a PC and relevant software, including but not limited to Microsoft (MS) Office Suite and Adobe Acrobat, prepares a written determination and/or decision for each audit which states the relevant facts, summarizes the evidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law violated or misapplied if any, and the applicable disqualification prescribed by the Illinois Unemployment Insurance (UI) Act
05%	6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal Unemployment Insurance (UI) Act • Explains evidence, findings, and relevant issues to all parties
05%	7. Prepares Benefits Accuracy Measurement (BAM) audit case files • Compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database • Collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the Unemployment Insurance (UI) Program as required by the federal Improper Payments Information Act (IPIA) • Prepares reports of findings • Makes recommendations to improve Illinois Department of Employment Security (IDES) interviewing, adjudication and payment processes related to UI benefits
05%	8. Keeps abreast of new developments in laws, rules, and regulations relevant to Benefits Accuracy Measurement (BAM) • Attends and participate in training, workshops, and/or U. S. Department of Labor (DOL) mandated peer reviews of case files • Travels in the performance of duties, with some overnight stays
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-04-700-11-01	

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Experience investigating unemployment insurance claims
2. Experience compiling and analyzing complex records
3. Two (2) years of experience with auditing and reviewing unemployment insurance claims
4. Two (2) years of experience with creating summary reports of investigative findings on audited claims
5. Experience preparing and entering information into U.S. Department of Labor (DOL) computerized systems
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Unemployment Insurance (UI) Benefits Accuracy Auditor. Responsibilities include performing audits, interviewing claimants, and detecting Unemployment Insurance (UI) overpayments, fraud, and other violations of state and federal laws. This position provides a great opportunity for someone who has a strong knowledge of the UI Act and U.S. Department of Labor (DOL) procedures pertaining to UI benefits and is dedicated to ensuring compliance with federal and state laws and policies. The ideal candidate for this position will have extensive experience conducting audits and analyzing agency documents to determine data relevant to UI eligibility. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/29/23</i>		<i>Raymond Marchionni by John</i>	03/15/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION UI Special Agent	Fraud Special Investigations Agent	29	SS	47096-44-22-500-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Unemployment Insurance Programs	0	016	2	R			
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE				
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/01/2023				
NEW/REVISED POSITION Benefit Payment Control	Special Investigations							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	1. Under direction, serves as a Fraud Special Investigations Agent for the Illinois Department of Employment Security (IDES) • Performs investigations of a highly complex and sensitive nature to assess the propriety of unemployment benefit payments based upon criteria contained in laws and policies of the State of Illinois and related federal legislation • Pursues cases that involve benefit fraud for complex schemes, including but not limited to multiple claims, third party participation, misuse of SSNs, fictitious employer schemes and stealing benefits through identity theft • Collaborates with internal and external groups, including but not limited to state and federal law enforcement agencies, the Department's Revenue Division, and the employer community to minimize improper payment of UI benefits due to fraudulent schemes • Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimant's eligibility for UI benefits during the period under examination • Using the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support an allegation of improper payment or fraudulent scheme • Utilizes Spanish language to assist clients who request or need interpretive services
10%	2. Prepares for decisions by reviewing case files for completeness of supportive documentation, including but not limited to payroll records, certifications, depositions, record of proper notice to parties and handwritten exemplars
10%	3. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing • Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs • Coordinates storage and/or maintenance of administrative documents and/or other evidence • Utilizes Spanish language to assist clients who request or need interpretive services
10%	4. Develops leads utilizing external and internal resources • Pursues leads through a variety of methods • Secures documentation to support allegations using agency, state and/or U.S. Department of Labor (DOL) recommended investigative techniques, procedures, and methodology • Confers with manager in the development and utilization of innovative creative investigative techniques

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
10%	5. Reviews, analyzes, and evaluates testimony and exhibits to determine competence and relevance • Considers demeanor and credibility of witnesses and weight of evidence presented • Examines relevant state and federal statutes, precedent decisions and rules and regulations of the Department respective to fraud and forgery violations
10%	6. Prepares written decisions stating the issue or issues involved, stating relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law and the application of penalties as prescribed in the fraud provisions
05%	7. Performs audits on unemployment insurance benefit claims with potential fraud overpayments generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed, by compiling, analyzing and evaluating Benefit Claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations
05%	8. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies • Prepares and signs criminal complaints based upon such evidence, recommending indictment and criminal prosecution of person deemed subject to the Benefit Fraud Statute to the Attorney General, State's Attorney or other relevant prosecutor • Works with Office of Attorney General, State's Attorney, US Postal Inspector and the US Department of Labor (DOL), Inspector General offices to coordinate exchange of information • Appears before the Grand Jury to establish Probable Cause and testifies in court as to the validity and applicability of the evidence presented • Travels in the performance of duties
05%	9. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments • Attends related meetings, training sessions and/or seminars as directed • Travels in the performance of duties
05%	10. Performs other duties as required or assigned which are reasonable 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. SS1 37015-44-22-500-10-31	Fraud Special Investigations Manager

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

☐ Supervisor ☐ Lead Worker

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

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Special Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, pursuing cases that involve benefit fraud for complex schemes, conducting intensive investigatory interviews, and preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchioni by JLM</i>	02/11/2023

471. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION UI Special Agent	Fraud Investigations Agent	29	SS	47096-44-22-500-20-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Unemployment Insurance Programs	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/01/2023			
NEW/REVISED POSITION Benefit Payment Control	Investigations Unit I						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Chicago, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	1. Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES) - Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state - Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination - Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations - Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment - Utilizes Spanish language to assist clients who request or need interpretive services
20%	2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed - Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations - Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public - Develops and pursues leads - Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars - Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes, and collection notices - Answers questions concerning wages and employment - Provides general information and status of investigations - Explains appeal rights to the public - Utilizes Spanish language to assist clients who request or need interpretive services

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	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 in the performance of duties
05%	7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel 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. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments - Attends related meetings, training sessions and/or seminars as directed - Travels in the performance of duties
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-22-500-20-01	Fraud Investigations Manager

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

☐ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies

N/A		

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchionni by JLM</i>	02/11/2023

HB4295 Approval on file.

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION UI Special Agent	Fraud Investigations Agent	29	SS	47096-44-22-500-30-33			
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/ Unemployment Insurance Programs	0	045	2	R	N	
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☒ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/01/2023			
NEW/REVISED POSITION Benefit Payment Control	Investigations Unit II						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION North Aurora, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	1. Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES) - Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state - Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination - Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations - Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment - Utilizes Spanish language to assist clients who request or need interpretive services
20%	2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed - Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations - Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public - Develops and pursues leads - Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars - Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes, and collection notices - Answers questions concerning wages and employment - Provides general information and status of investigations - Explains appeal rights to the public - Utilizes Spanish language to assist clients who request or need interpretive services

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	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 in the performance of duties
05%	7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel 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. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments - Attends related meetings, training sessions and/or seminars as directed - Travels in the performance of duties
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

	WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-22-500-30-01	Fraud Investigations Manager

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

☐ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies

N/A		

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

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

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchionni by JLM</i>	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION UI Special Agent	Collections Agent	29	SS	47096-44-22-500-60-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ UI Programs	0	016	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/01/2023			
NEW/REVISED POSITION Benefit Payment Control	Overpayment Collections						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Chicago, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
35%	1. Under direction, serves as a Collections Agent for the Illinois Department of Employment Security (IDES) - Performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor - Interacts with claimants, government agencies and the general public regarding overpayment collections - Conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay - Utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations, and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances that affect repayment - Utilizes Spanish language to assist clients who request or need interpretive services						
25%	2. Using automated agency reports and computer systems, including but not limited to Microsoft						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, conducts investigations to locate claimants • Determines ability to pay in accordance with agency guidelines, evaluating factors including but not limited to current employment and estimation of assets • Develops leads using external and internal resources • Pursues leads through a variety of methods in accordance with established agency guidelines • Secures documentation • Analyzes and evaluates documentation to determine terms and conditions of repayment amounts
10%	3. Initiates civil litigation on benefit overpayments • Signs complaints prepared by the Attorney General • Presents and coordinates evidence to support civil complaints in accordance with the Illinois Unemployment Insurance Act and related Federal legislation
10%	4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance with applicable laws, rules, and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5 • Explains offsets to claimants • Utilizes Spanish language to assist clients who request or need interpretive services
05%	5. Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown • Consults with Attorney General Office, Illinois Comptroller's Office, and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered, or bankruptcies and garnishments filed
05%	6. Confers with Service Delivery staff and other relevant agency staff to coordinate information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims • Utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules, and regulations
05%	7. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments • Attends related meetings, training sessions and/or seminars as directed • Travels in the performance of duties

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting, and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Public Service Administrator, Opt. 1 37015-44-22-500-60-01		Collections Manager
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
<u>Minimum Qualifications</u>		
1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration 2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process 3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients		
<u>Preferred Qualifications (In Order of Significance)</u>		
1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility 2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits 3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences 4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel		
20. CONDITIONS OF EMPLOYMENT		
1. Requires an Illinois State Police background check and self-disclosure of any criminal history 2. Requires ability to travel		

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Collections Agent. Responsibilities include performing specialized collections work to recover overpaid unemployment benefit payments, advising claimants of legal requirement to repay, and establishing repayment agreements. This position provides a great opportunity for someone who has a strong knowledge of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with federal regulations. The ideal candidate for this position will have extensive experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchion by JLM</i>	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION							
NEW/REVISED POSITION UI Special Agent	Fraud Investigations Agent	29	SS	47096-44-22-500-80-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Unemployment Insurance Programs	0	022	2	R		
10. SECTION	11. UNIT	12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION		☐ MA021 ESTABLISH ☐ MA022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☒ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION		03/01/2023			
NEW/REVISED POSITION Benefit Payment Control	Investigations Unit III						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION Lombard, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	1. Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES) - Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state - Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination - Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations - Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment - Utilizes Spanish language to assist clients who request or need interpretive services
20%	2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed - Compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations - Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public - Develops and pursues leads - Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures and methodology
20%	3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars - Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices - Answers questions concerning wages and employment - Provides general information and status of investigations - Explains appeal rights to the public - Utilizes Spanish language to assist clients who request or need interpretive services

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	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 in the performance of duties
05%	7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel 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. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments - Attends related meetings, training sessions and/or seminars as directed - Travels in the performance of duties
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

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

Public Service Administrator, Opt. 1 37015-44-22-500-80-01	WORKING TITLE (IF ANY) Fraud Investigations Manager

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

☐ Supervisor ☐ Lead Worker

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies

N/A		

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
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20. CONDITIONS OF EMPLOYMENT

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		<i>Raymond Marchionni</i>	02/11/2023