



State Services Assurance Act Annual Report

April 1, 2026

Annual Report on the staffing level of bilingual on-board frontline employees within the Illinois Department of Central Management Services.

In accordance with 5 ILCS 382/3-1 *et seq.*, the Illinois Department of Central Management Services submits the following report to the Illinois General Assembly on or before April 1, 2026.

Raven A. DeVaughn
Director



Executive Summary

The State Services Assurance Act recognizes that State government delivers many services to all Illinois residents. The Act notes that State services are used by many Illinois residents who do not speak the English language fluently. As such, the Act recognizes a need for bilingual State employees and “ensures the hiring and retention of additional bilingual frontline staff in State agencies where public services are most used.”

The Act requires that on or before April 1 of each year, “each executive branch agency, board, and commission shall prepare and submit a report to the General Assembly on the staffing level of bilingual employees. The report shall provide data from the previous month, including but not limited to each employee’s name, job title, job description, and languages spoken.”

As of March 1, 2026, the Illinois Department of Central Management Services (CMS) had seven bilingual onboard frontline staff. The seven staff members speak Spanish. Three staff members are employed as Human Resources Specialists and four staff members are employed as Human Resources Representatives.

JB Pritzker, Governor



Raven A. DeVaughn, Director

March 30, 2026

To the Honorable Members of the General Assembly:

Subject: State Services Assurance Act

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Department of Central Management Services' (CMS) Annual Report. As required by law, the Annual Report contains the staffing level from the previous month of frontline State employees in certain bargaining units represented by the American Federation of State, County, and Municipal Employees (AFSCME), including but not limited to each employee's name, job title, job description, and languages spoken.

CMS strives to ensure that all Illinois residents can fully access State of Illinois services, many of which are vital for health, welfare, safety, and quality of life. Bilingual employees are essential to ensure a fully representative, responsive, and effective State government.

Sincerely,

Raven A. DeVaughn Director



State Services Assurance Act: Annual Report

The [State Services Assurance Act](#)¹ requires each executive branch agency to submit a report to the Illinois General Assembly on or before April 1st every year on the staffing level of bilingual on-board frontline staff in the RC-6, RC-9, RC-10, RC-14, RC-28, RC- 42, RC-62, RC-63, and CU500 bargaining units in titles represented by AFSCME as of June 1, 2007.² “On-board frontline staff” means frontline staff in paid status.³

The State Services Assurance Act Annual Report must contain each employee’s name, job title, job description, and languages spoken as of the previous month.⁴

The chart below identifies bilingual on-board frontline staff employed by the Department of Central Management Services as of March 1, 2026, by name, job title, and languages spoken.

Central Management Services					
Bilingual On-Board Frontline Staff (as of March 1, 2026)					
Employee Name	Job Title	Position Number	Bargaining Unit	Languages Spoken	Job Description
Magana, Mayra R	Human Resources Specialist	19693-37-00-010-02-01	RC-62	Spanish	Appendix A
McClain, Alejandra L	Human Resources Specialist	19693-37-21-000-20-02	RC-62	Spanish	Appendix B
Reyes Jr, Eugene	Human Resources Specialist	19693-37-24-500-11-02	RC-62	Spanish	Appendix C
Garcia, Rosa	Human Resources Representative	19692-37-24-500-41-03	RC-62	Spanish	Appendix D
Jones II, Curtis L	Human Resources Representative	19692-37-00-400-21-01	RC-62	Spanish	Appendix E
Gurierrez, Zeira	Human Resources Representative	19692-37-24-400-41-03	RC-62	Spanish	Appendix F

¹ [State Services Assurance Act](#), 5 ILCS 382/3-1 *et seq.*

² *Id.*, at §§3-5, 3-10.

³ *Id.*, at §3-5.

⁴ *Id.*

Central Management Services

Bilingual On-Board Frontline Staff (as of March 1, 2026)

Employee Name	Job Title	Position Number	Bargaining Unit	Languages Spoken	Job Description
Melchor Hernandez Hector	Human Resources Representative	19692-37-24-400-41-02	RC-62	Spanish	Appendix G

CMS ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 19693-37-22-200-01-02					
New/Revised Position Human Resources Specialist			29	SS	19693-37-00-010-02-01					
3. AGENCY Existing Position		4. BUREAU/ DIVISION Personnel/Statewide Services			5. EXMT CODE	6. WORK COUNTY	7. AA AUTH	8. AUDIT	9. OFFICE USE	
New/Revised Position Central Management Services		Director's Office			0	016	N	R		
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE 06/16/17		
New/Revised Position Diversity Enrichment Program					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rutan Exempt					
Chicago		RC062			N					
New/Revised Position Cook										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction of the Manager, Diversity Enrichment Program (DEP), serves in a journey level professional Capacity performing complex specialized human resources administration duties; provides journey level advice on professional employment and Career development counseling to DEP management, the general public and State employees at DEP Job Forums; prepares documentation of activities in accordance With the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; consults With and serves as liaison between DEP and the CMS Bureau of Personnel In the interpretation and adherence to the Personnel Code, Personnel Rules, and collective bargaining agreements; analyzes, interprets, evaluates and determines information associated with the CMS Classification Plan, Pay Plan and applicant assessment processes to provide effective skills match and career counseling services and consultation to agency management, management of other State agencies and Job Forum attendees; maintains information on career counseling activities on the CMS Job Applicant Counseling and Career Development System. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.</p>									
25%	<p>1. Provides journey level advice to agency management, staff of all agencies and the general public on human resources Information related to the Diversity Enrichment Program; utilizing the CMS Classification Plan, Pay Plan, and applicant assessment processes, provides effective skills match and career counseling services at DEP Job Forums; ensures advice given adheres to the Classification Plan, the Personnel Code, Personnel Rules and collective bargaining contracts; consults with the CMS Division of Examining and Counseling, Upward Mobility Program and Tuition Reimbursement Programs to obtain current and revised information on client services to maintain accurate information to be conveyed to Job Forum attendees.</p>									
25%	<p>2. Conducts Job Forums statewide in communities and neighborhoods consisting of substantial protected class populations; provides skills match and career counseling services to Forum attendees comparing qualifications and career goals with the structure of the Classification Plan and applicant selection process to recommend target titles best suited to the attendees; works in consultation with minority advocacy groups to foster participation and support of the forums; disseminates information on position availability, job posting information, class specifications and other information materials to the general public; maintains career counseling activities on the CMS Job Applicant Counseling and Career Development System; provides follow up services to Forum attendees.</p>									
DIRECTOR OF CMS SIGNATURE <i>M. H. [Signature]</i> 22			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE <i>M. H. [Signature]</i> AA			DATE 6/20/17	

CMS-104 (Rev. 10/94) IL 401-0794
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By Kevin [Signature]

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Prepares documentation of activities in accordance with the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; analyzes, interprets, evaluates and determines via various research methodologies involving the CMS Classification Plan, Pay Plan, career development and applicant assessment processes to develop skills match and career counseling guidelines and service packages to be utilized at Program Job Forums; conducts individual and group meetings with agencies to facilitate efforts.	
10%	4. Utilizing data provided by the Department of Human Rights, meets with representatives from various state agencies to determine areas of underutilization and assists DEP Manager in the development and implementation of recruitment strategies for various occupational areas.	
10%	5. Serves as liaison for the implementation of Job Forums with communities, organizations and other State agencies' recruitment staff who participate in Job Forums; counsels staff from other agencies on skills match and career counseling guidelines; assists in the coordination and implementation of Job Forums by developing press releases and other methods of informational conveyance educating the public in the targeted areas of the upcoming forums, works in consultation with minority advocacy groups to foster participation and support of the forums.	
10%	6. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.	
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.)		
Senior Public Service Administrator 40070-37-00-010-00-01		
WORKING TITLE (IF ANY) Manager, Diversity Enrichment Program		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college and two years of professional human resources experience. Requires the ability to work with the public. Requires extensive knowledge of the Personnel Code, Personnel Rules, Position Classification Plan, Pay Plan collective bargaining agreements and policies and procedures of the Diversity Enrichment Program. Requires the ability to make oral presentations to groups and individuals. Requires a valid Illinois driver's license and ability to travel. Requires the ability to speak and write Spanish at a colloquial skill level.		

1.POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	2. POSITION NUMBER	LEGACY POSITION NUMBER
HUMAN RESOURCES SPECIALIST-Spanish	Hiring Lead	Spanish	None	90670029	19693-37-21-000-20-02
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	5. EXMT CODE	SITE	POSITION TYPE	7. MI
false	No	Not Exempt	In-Office	SP	true
AGENCY	DIVISION	10. SECTION		11. UNIT	13. EFFECTIVE DATE
Department of Central Management Services	BoP/Career Services and Hiring Resources-21	BoP/Hiring and Selection-000		BoP/Hiring Resource Team-20	2024-03-01
6. WORK COUNTY	14. WORK LOCATION	15. BARGAINING/TERM CODE		JOB PROTECTED	
Sangamon	Stratton Office Building	USA/RC062		No	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS				
35	<p>1. Under general direction of the Hiring Resource Team (HRT) Manager- leads, executes, and approves all aspects of the hiring process.</p> <p>Leads hiring events and is responsible for the end-to-end completion of hiring events including assigning work, tracking work, reviewing work, and providing guidance to internal and external hiring agencies.</p> <p>Translates functions/procedures into Spanish for individuals who cannot speak or read English and assists Hiring Resource Team members in handling materials submitted by Spanish speakers.</p> <p>Manages Hiring Events and is responsible for resolving issues, obtaining decisions, managing hiring timelines, and communicating status and performance of hiring sequences by compliance with policies and procedures to ensure process conformity and the absence of bias and political influence.</p> <p>Utilizes Human Capital Management systems to document, post, track, communicate, and report for each hiring event.</p> <p>Provides participants and stakeholders with overall end-to-end training on new hiring process/systems, including SuccessFactors, the Interview Scoring Tool, and development of interview questions and preferred responses; supplements agency's hiring event resources by leading hiring events, as necessary/requested.</p> <p>Serves as a subject-matter-expert and provides support for the hiring process & tools/systems including providing technical expertise and assistance.</p> <p>Provides input into the continual improvement of the hiring process through review of hiring sequences and feedback from user agencies to identify opportunities.</p> <p>Conducts open forum discussions and facilitates meetings with a variety of internal and external participants/ stakeholders.</p> <p>Attends quarterly in-person meetings and other team meetings and trainings.</p> <p>Attends outreach events such as job fairs and the state fair.</p> <p>Assists the HRT Manager in the collection of data for hiring sequences to present to assigned agency or agencies.</p> <p>Provides feedback to assigned agency or agencies both in person and virtually.</p>				

25	<p>2. Performs analysis of position description clarifications/modifications for positions being posted. Provides ongoing training to participants/stakeholders regarding the clarification of position descriptions for the selected standardized hiring plan (SHP) in a hiring sequence.</p> <p>Analyzes position descriptions in accordance with Classification standards and guidelines and with the established Class Specifications to provide guidance and recommendations to user agencies in the establishment and clarification of positions and agency organizational structure.</p> <p>Consults with user agency classification staff regarding issues discovered in the analysis of position descriptions and related documents submitted for review.</p> <p>Provides approval of reviewed position descriptions with Central Management Services (CMS) Director signature authority or denies submissions and provides explanation of reasons for the denial and recommendations for resubmittal.</p> <p>Confers with supervisor concerning questionable or marginal position descriptions to clarify status or recommend revisions.</p> <p>Prepares correspondence and analytical reports pertinent to subject positions.</p> <p>Reviews preferred qualifications to determine if they are measurable statements that would be best suited for application questions or interview questions based on the SHP that the user agency has selected.</p> <p>Evaluates duties, qualifications, and conditions of employment for appropriateness, to ensure they align with class specification requirements.</p> <p>Assists management and personnel agency staff by providing advice and recommendations to regarding evaluation of duties.</p>
20	<p>3. Determines applicant eligibility within hiring sequences.</p> <p>Serves as Subject-Matter-Expert and provides support for Applicant Eligibility Determination.</p> <p>Provides approval of position specific minimum requirements based upon the evaluation of applicants' experience, education and training including conferring with supervisor when evaluating an applicant's minimally required experience, education, and/or training regarding interpretation of title requirements as related to selection instruments.</p> <p>Responds to inquiries from applicants, state employees, Agency HR staff, and the general public regarding Qualifications and Hiring Procedures and Processes.</p> <p>Provides ongoing training to participants/stakeholders with processes associated with Applicant Eligibility Determination.</p> <p>Validates the Interview Pool confirming the validated application and scale equivalency scores of all candidates as appropriate.</p> <p>Monitors hiring sequences to ensure that applicant scoring is documented accurately.</p> <p>Serves as a subject matter expert in the randomization of candidates to determine the interview pool.</p> <p>Processes candidate appeals for Bargaining Unit positions.</p> <p>Reviews reports such as the Stalled Requisition reports to research the outcome of hiring sequences.</p> <p>Runs reports as needed within a hiring sequence.</p> <p>Supports the eRecruiting system and resolves or escalates associated issues.</p>
10	<p>4. Completes Personnel Transactions specific to hiring transactions.</p> <p>Serves as the subject-matter-expert and provides support for hiring sequence specific randomization and eligible list processing.</p> <p>Utilizes randomization as a tool to generate interview pools and eligibility lists.</p> <p>Reviews and resolves issues associated with Agency's processing of eligibility lists.</p>
5	<p>5. Participates in special project teams by providing valuable input.</p> <p>Submits ideas for updates to the Hiring Manual.</p>
5	<p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>
	7.
	8.
	9.
	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90670233	Hiring Resource Team Manager

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

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.
2. Requires two (2) years of professional human resources experience.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers working knowledge of the Personnel Codes, Rules, Position Classification Plans, Pay Plans, Collective Bargaining Contracts, Federal Merit Standards, Equal Employment Opportunity Act, Civil Rights Act, and other related human resources policies, procedures, processes, and guidelines derived therefrom.
2. Prefers working knowledge of hiring and employment policies and procedures such as those outlined in the Comprehensive Employment Plan (CEP) or comparable.
3. Prefers two (2) years professional experience conducting the end-to-end hiring process, facilitating meetings and open forum discussions, and developing interview questions.
4. Prefers two (2) years professional experience evaluating applicant education and experience to determine eligibility for various position titles.
5. Prefers working knowledge of process improvement concepts and techniques.
6. Prefers two (2) years professional experience establishing and revising position descriptions including the development of minimum and preferred qualifications.
7. Prefers one (1) year professional recruiting experience.

Specialized Skills (Used for certain BU Employees only)

20. CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime. This may require the ability to work evenings and weekends.
3. 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.
4. Requires the ability to attend career events such as job fairs and the state fair.

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE	
HUMAN RESOURCES SPECIALIST-Spanish	SENIOR RECRUITMENT COUNSELOR	Spanish	None	90703122		19693-37-24-500-11-02	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE	
false	No	Not Exempt	In-Office	RP	false	1	
AGENCY	DIVISION	SECTION		UNIT	EFFECTIVE DATE		
Department of Central Management Services	BoP/Recruitment and Retention-24	BOP/Recruitment and Retention/ Recruitment North-500		BoP/Chicago Career Services Center-11	2025.08.01		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE		
Cook	Chicago - 555 W Monroe St	USA/RC062	Yes	N			
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
30	<p>1. Under general direction of the Career Services Manager, receives daily assignments from the lead Recruitment North Program Expert, and serves as a Senior Recruitment Counselor exercising a high level of independence performing recruitment activities.</p> <ul style="list-style-type: none"> Plans, organizes, develops, and executes recruitment activities throughout various areas of the state, with a specific focus on the Chicago Recruitment North Region. Translates and interprets, both orally and in writing, for Spanish speaking clients regarding services available and the proper completion of forms. Establishes long range goals and objectives. Provides leadership, mentoring, and training to lower-level recruitment staff. Independently represents the State of Illinois at various recruitment functions, job fairs, career days, college and university workshops, and Department of Employment Security workshops to promote employment with the State. Explains applicable rules, policies, and methods to students and job seekers. Provides professional human resources assistance to management staff in the recruitment of an adequate applicant pool. Registers for and attends in-person and virtual events. Counsels candidates, advising them of career paths and opportunities suitable for their experience and education history. Maintains a database of potential candidates for current and future vacancies. Researches, develops, and distributes informational materials regarding recruitment. Lifts and carries promotional items and other supplies for use at recruitment events. Drives and/or travels to various locations throughout the state and in bordering states in the performance of duties. Tracks and maintains inventory of promotional materials and coordinates supply replenishment by notifying the supervisor of supply orders when stock levels are low. 						
20	<p>2. Establishes and maintains effective professional networks and public relations with both public and private organizations, officials, and other state agencies regarding recruitment efforts to effectuate the successful recruitment of qualified individuals for vacancies within the State of Illinois.</p> <ul style="list-style-type: none"> Develops, plans, organizes, and prepares marketing strategies for hiring qualified individuals, including recruitment through social media platforms such as Facebook and LinkedIn to advertise vacancies, find qualified individuals, and communicate with potential recruits. Contacts and updates contact list including, but not limited to veteran's groups, minority groups, community groups as well as colleges and universities. Utilizes various technology and platforms to participate in recruitment events. Conducts formal presentations, both in person and virtually as needed, at colleges and universities, public and private organizations, and other appropriate venues to enhance the State's visibility as a potential employer. Works with event sponsors and the Recruitment and Retention Statewide Branding team to ensure events are publicized both internally and externally across multiple platforms and markets. Serves as a liaison with both regional and local governmental offices and/or officials. 						
20	<p>3. Provides individual consultation to candidates seeking job opportunities with the State.</p> <ul style="list-style-type: none"> Explains the scoring and application process, as well as the process of filling vacancies. Discusses job opportunities. Sends follow up communications (emails, texts, instant messages through social media, etc.) to interested candidates. 						

15	4. Confers with other agency recruiters regarding possible qualified candidates, providing education and background information. <ul style="list-style-type: none"> • Maintains an awareness of approved and upcoming vacancies and matches possible candidates to vacancies from the database. • Provides advice and makes recommendations to management regarding human resources administrative activities linked to recruitment. • Works with interagency Personnel Managers and recruitment staffs regarding statewide recruitment programs such as Intern-to-Hire, Disabled Workers Trainee Program, and Veterans Outreach Program.
10	5. Prepares reports and correspondence related to interviewing and recruitment activities and issues. <ul style="list-style-type: none"> • Maintains and monitors the shared recruitment/counseling mailboxes and provides guidance and information related to the hiring process, employment opportunities, etc. • Prepares and retains necessary documentation concerning counseling, applicants, event attendance, and recruitment metrics. • Makes additions, corrections, and edits to a variety of databases to track events and collect information for future planning.
5	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
	7.
	8.
	9.
	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90705567	CAREER SERVICES MANAGER

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college.
2. Requires two years of professional human resources experience.
3. Requires ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers two (2) years of professional direct employment recruitment experience for a public or business organization, providing guidance and leadership to lower-level staff.
2. Prefers two (2) years of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Prefers two (2) years of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and internet search methods, Microsoft Office Suites, software, and templates.
4. Prefers one (1) year of professional experience conducting training in a public or business organization.
5. Prefers working knowledge of Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, or other related human resources policies, and procedures.
6. Prefers one (1) year of professional experience developing and maintaining cooperative working relationships with colleagues, local officials, job applicants, and the public.
7. Prefers two (2) years of professional experience with public speaking and presenting information to large groups.
8. Prefers two (2) years of professional experience working with a high volume of information to develop measurable data and reports.
9. Prefers working knowledge of Illinois State government hiring practices, or other similar hiring practices for a public or business organization.

Specialized Skills (Used for certain BU Employees only)

1. Prefers two (2) years of professional direct employment recruitment experience for a public or business organization, providing guidance and leadership to lower-level staff.
2. Requires two (2) years of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Requires two (2) years of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and internet search methods, Microsoft Office Suites, software, and templates.

CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be requested or required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime. This may require the ability to work evenings and weekends.
3. Requires a valid driver's license and the ability to travel in the performance of duties, with some overnight stays as appropriate.
4. 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.
5. Requires the ability to use agency technology/equipment (i.e., mobile phone, laptop, etc.) properly in accordance with information security awareness policies and confidentiality guidelines.
6. This position is considered medium work as defined by the U.S. Department of Labor (20 CFR 404.1567(c)). Medium work involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
HUMAN RESOURCES REPRESENTATIV E-Spanish	RECRUITER/ CAREER COUNSELOR	Spanish	None	90688141	19692-37-24-5 00-41-03	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	2
AGENCY	DIVISION	SECTION		UNIT	EFFECTIVE DATE	
Department of Central Management Services	BoP/Recruitment and Retention-24	BOP/Recruitment and Retention/ Recruitment North-500		BoP/Rockford Career Services Center-Chicago-41	2025.08.01	
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Winnebago	Rockford - 200 S Wyman St	USA/RC062	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
35	<p>1. Under direction, serves as a recruiter, career counselor, and personnel generalist in the Rockford Recruitment Center.</p> <ul style="list-style-type: none"> Analyzes and reviews applicant’s interests, education, work experience, geographic preference, and salary requirements against various job titles. Advises applicants in the selection of job titles that match their interests, education, work experience, geographic preference, and salary requirements using various methods including, but not limited to, via phone, email, in-person and/or virtually. Explains qualifications and requirements of recommended job titles and specific examinations to the applicant. Responds to phone calls, emails, and walk-in inquiries regarding testing, counseling, and the State employment process. Documents counseling session in the counseling application database. Translates functions/procedures into Spanish for individuals who cannot speak or read English. 					
30	<p>2. Participates in various recruitment activities such as Veteran’s Outreach workshops, Minority Outreach workshops, Community job fairs, University and College recruitments using various methods and technology including, but not limited to via phone, chat, email, in-person and/or virtually.</p> <ul style="list-style-type: none"> Leads and assists with in-person and virtual presentations to interested groups. Contacts and updates contact list including, but not limited to veteran’s groups, minority groups, community groups as well as colleges and universities. Registers for and attends in-person and virtual events. Utilizes various technology and platforms to participate in recruitment events. Serves as a liaison with both regional and local governmental offices and/or officials. Develops and maintains a positive professional working relationship with all internal and external stakeholders. Provides interpretation of the Personnel Code, Rules, and Pay Plan and other Department of Central Management Services procedures as it applies to application and hiring processes. Tracks and maintains inventory of promotional materials and coordinates supply replenishment by notifying the supervisor of supply orders when stock levels are low. 					
15	<p>3. Administers open competitive and Upward Mobility Program (UMP) tests on the examinations system for the Northern Region of the State.</p> <ul style="list-style-type: none"> Coordinates with other staff engaged in administering examinations and providing testing information. Verifies that applicants have not taken the same test within a 30-day period. Checks photo identification of applicants prior to testing. Schedules and records appointments for testing and counseling. Uploads test materials to the examinations station. Scans and emails test UMP test results to the UMP staff. Enters test results into the examinations system as needed. Responds to written correspondence regarding applicant qualifications and examination requirements. Monitors testers to ensure examination aids, mobile phones, etc. are not being used during testing. Performs Pre-testing qualifications check of specific titles by utilizing qual-check manual and class specifications. 					

10	4. Utilizing the State of Illinois web-based electronic hiring system, provides posting and application information for current vacancies within agencies and departments under the jurisdiction of the Governor of the State of Illinois using various methods of communication including, but not limited to via phone, email, in-person, and/or virtually. <ul style="list-style-type: none"> • Answers questions for state employees and the public in completing the application process utilizing the web-based system. • Provides guidance to applicants with maneuvering through the web site and various steps in reviewing job postings, setting up job alerts, and completing applications. • Explains applicable rules, policies, or methods regarding the web-based system to agencies, departments, state employees, and the public. • Answers general inquiries regarding the examination process. • Provides testing information (test dates, times, locations, etc.) to interested individuals.
5	5. Prepares weekly reports of Center metrics, outreach events, travel vouchers, fleet cars, and related reporting. <ul style="list-style-type: none"> • Researches, tracks, maintains, and analyzes various Recruitment data for special project reporting. • Provides additional reports to management as requested.
5	6. Performs other duties as assigned or required which are reasonable within the scope of the duties enumerated above.
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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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90705567	CAREER SERVICES MANAGER

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
2. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers two (2) years of professional experience with public speaking.
2. Prefers one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Prefers one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.
4. Prefers one (1) year of professional experience with talent acquisition, recruitment, and/or outreach events.
5. Prefers one (1) year of professional experience developing and maintaining cooperative working relationships with coworkers and the public, especially relationships with job applicants.
6. Prefers working knowledge of the personnel codes, rules, position classification plans, pay plans, collective bargaining contracts, and other related human resources policies and procedures.
7. Prefers two (2) years' professional experience with customer service.
8. Prefers one (1) year of professional experience using WebEx or other comparable virtual platforms for interactive counseling, outreach, and training.
9. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.

Specialized Skills (Used for certain BU Employees only)

1. Requires two (2) years of professional experience with public speaking.
2. Requires one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Requires one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.

CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime. This may require the ability to work evenings and weekends.
3. Requires a valid driver's license and the ability to travel in the performance of duties, with overnight stays as appropriate.
4. 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.
5. Requires the ability to use agency technology/equipment (i.e., mobile phone, laptop, etc.) properly in accordance with information security awareness policies and confidentiality guidelines.
6. This position is considered medium work as defined by the U.S. Department of Labor (20 CFR 404.1567(c)). Medium work requires the ability to lift no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
HUMAN RESOURCES REPRESENTATIV E-Spanish	RECRUITER	Spanish	None	90699847	19692-37-00-400-21-01	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE		POSITION TYPE	MI
false	No	Not Exempt	In-Office		SP	true
AGENCY	DIVISION	SECTION			UNIT	EFFECTIVE DATE
Department of Central Management Services	Director's Office-00	Chief of Staff/CMS Human Resources-400			CMS Human Resources/ Recruitment-20	2025.11.01
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Cook	Chicago - 555 W Monroe St	USA/RC062	Yes	N		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
35	<p>1. Under direction, serves as a Recruiter in the Recruitment Section of the Department of Central Management Services (CMS) Human Resources office.</p> <ul style="list-style-type: none"> Promotes and facilitates job placements for CMS by recruiting protected class applicants for under-utilized positions. Conducts outreach activities specifically designed to recruit protected class applicants and targeted affirmative action groups including African American, Asian, Hispanic, Native American and women. Attends recruitment functions, job fairs, diversity enrichment events and career days to promote employment with CMS. Prepares and conducts recruitment presentations to large audiences. Confers with CMS hiring and selection regarding agency staffing needs. Works with Affirmative Action Officer regarding underutilization. Consults with CMS Recruitment and Retention, Diversity Enrichment, and other entities to source candidates. Explains applicable rules, policies, or methods to candidates. Provides professional human resources assistance to management staff in the recruitment of an adequate applicant pool. Provides counsel to candidates, advising them of career paths and opportunities suitable for their experience and educational history. Translates functions/procedures into Spanish for individuals who cannot speak or read English. Monitors compliance with the Shakman Decree, Administrative Orders, Absolute Veterans Preference, Personnel Code and Rules, collective bargaining agreements, Affirmative Action, Equal Employment Opportunity Commission (EEOC) and Americans with Disabilities Act (ADA). Utilizes job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Candidate Management Systems, and internet search methods, Microsoft Office Suites, software, templates, and online meeting platforms in performance of duties. 					
20	<p>2. Performs online recruitment activities.</p> <ul style="list-style-type: none"> Conducts online employment recruitment for the agency through WebEx, social media, and other online platforms. Conducts recruiting efforts through advertising initiatives in print and various mass media outlets. Provides explanation of applicable rules, policies, and/or methods to candidates obtained through online sources. Provides professional human resources assistance to management staff in recruitment of an adequate applicant pool obtained through online sources. Provides counsel to candidates obtained through online sources, advising them of career paths and opportunities suitable for their experience and educational history. 					
20	<p>3. Provides input into the development of agency recruitment plans and materials.</p> <ul style="list-style-type: none"> Networks through industry contacts, social media, college/universities, other state agencies, etc. Develops and tracks measurable facets of recruiting and hiring statistics. Coordinates and implements recruiting activities and conducts regular follow-up with contacts, candidates, etc. Develops a diverse pool of qualified candidates through sourcing and coordination with the Diversity Enrichment Office. Researches and recommends new sources for the recruiting of candidates. Participates in creating and implementing sourcing strategies for recruitment in a variety of roles. Reviews applicants and sources for future postings. Provides technical assistance to candidates regarding civil service testing requirements. 					

20	4. Develops and prepares reports and correspondence related to interviewing and recruitment activities and issues. <ul style="list-style-type: none"> • Maintains and monitors the recruitment/employment mailbox and provides guidance and information related to the CMS recruitment process, employment opportunities at CMS, etc. • Prepares and retains necessary documentation concerning the recruitment process. • Completes event reports and provides documentation to agency management and staff.
5	5. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.
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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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
SENIOR PUBLIC SERVICE ADMINISTR- Administration/Business Marketing/Labor/Personnel	90670374	CMS HUMAN RESOURCES DIRECTOR

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
2. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers one (1) year of recruiting/outreach experience working with the Latinx community.
2. Prefers one (1) year of professional experience creating and implementing sourcing strategies for recruitment.
3. Prefers one (1) year of professional experience with job boards and computer systems designed specifically for recruitment/outreach such as human resources databases, Applicant Tracking Systems (ATS), Candidate Management Systems, internet search methods, or comparable.
4. Prefers one (1) year of professional experience with framing of correspondence (i.e., social media posts, letters, etc.) and reports with grammatical correctness.
5. Prefers one (1) year of professional experience with public speaking and presenting information to large groups.
6. Prefers one (1) year of professional experience demonstrating organizational skills to coordinate work and meeting deadlines.
7. Prefers one (1) year of professional experience working with a high volume of information to develop measurable data and reports.
8. Prefers working knowledge of computer systems and software including Microsoft Office Suite, online meeting platforms, and other templates.

Specialized Skills (Used for certain BU Employees only)

20. CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime to meet deadlines. This may require the ability to work evenings and weekends.
3. Requires a valid driver's license and the ability to travel statewide in the performance of duties, with overnight stays as appropriate.
4. Requires the ability to attend career events such as job fairs and the state fair and work at a career booth for long periods of time.
5. Requires ability to lift and carry materials weighing up to 30 pounds.
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. Requires the ability to use agency technology/equipment (i.e., mobile phone, laptop, etc.) properly in accordance with information security awareness policies and confidentiality guidelines.
8. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

21. COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
HUMAN RESOURCES REPRESENTATIV E-Spanish	RECRUITER/ CAREER COUNSELOR	Spanish	None	90688135	19692-37-24-4 00-41-03	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	2
AGENCY	DIVISION	SECTION		UNIT	EFFECTIVE DATE	
Department of Central Management Services	BoP/Recruitment and Retention-24	BOP/Recruitment and Retention/ Recruitment South-400		BoP/Other Recruitment Centers/ Marion-41	2025.08.01	
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Williamson	Marion - 2309 W Main St	USA/RC062	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
35	<p>1. Under direction, serves as a recruiter, career counselor, and personnel generalist in the Marion Recruitment Center.</p> <ul style="list-style-type: none"> Analyzes and reviews applicant's interests, education, work experience, geographic preference, and salary requirements against various job titles. Advises applicants in the selection of job titles that match their interests, education, work experience, geographic preference, and salary requirements using various methods including, but not limited to, via phone, email, in-person and/or virtually. Explains qualifications and requirements of recommended job titles and specific examinations to the applicant. Responds to phone calls, emails, and walk-in inquiries regarding testing, counseling, and the State employment process. Documents counseling session in the counseling application database. Translates functions/procedures into Spanish for individuals who cannot speak or read English. 					
30	<p>2. Participates in various recruitment activities such as Veteran's Outreach workshops, Minority Outreach workshops, Community job fairs, University and College recruitments using various methods and technology including, but not limited to via phone, chat, email, in-person and/or virtually.</p> <ul style="list-style-type: none"> Leads and assists with in-person and virtual presentations to interested groups. Contacts and updates contact list including, but not limited to veteran's groups, minority groups, community groups as well as colleges and universities. Registers for and attends in-person and virtual events. Utilizes various technology and platforms to participate in recruitment events. Serves as a liaison with both regional and local governmental offices and/or officials. Develops and maintains a positive professional working relationship with all internal and external stakeholders. Provides interpretation of the Personnel Code, Rules, and Pay Plan and other Department of Central Management Services procedures as it applies to application and hiring processes. Tracks and maintains inventory of promotional materials and coordinates supply replenishment by notifying the supervisor of supply orders when stock levels are low. 					
15	<p>3. Administers open competitive and Upward Mobility Program (UMP) tests on the examinations system for the Southern Region of the State.</p> <ul style="list-style-type: none"> Coordinates with other staff engaged in administering examinations and providing testing information. Verifies that applicants have not taken the same test within a 30-day period. Checks photo identification of applicants prior to testing. Schedules and records appointments for testing and counseling. Uploads test materials to the examinations station. Scans and emails test UMP test results to the UMP staff. Enters test results into the examinations system as needed. Responds to written correspondence regarding applicant qualifications and examination requirements. Monitors testers to ensure examination aids, mobile phones, etc. are not being used during testing. Performs Pre-testing qualifications check of specific titles by utilizing qual-check manual and class specifications. 					

10	4. Utilizing the State of Illinois web-based electronic hiring system, provides posting and application information for current vacancies within agencies and departments under the jurisdiction of the Governor of the State of Illinois using various methods of communication including, but not limited to via phone, email, in-person, and/or virtually. <ul style="list-style-type: none"> • Answers questions for state employees and the public in completing the application process utilizing the web-based system. • Provides guidance to applicants with maneuvering through the web site and various steps in reviewing job postings, setting up job alerts, and completing applications. • Explains applicable rules, policies, or methods regarding the web-based system to agencies, departments, state employees, and the public. • Answers general inquiries regarding the examination process. • Provides testing information (test dates, times, locations, etc.) to interested individuals.
5	5. Prepares weekly reports of Center metrics, outreach events, travel vouchers, fleet cars, and related reporting. <ul style="list-style-type: none"> • Researches, tracks, maintains, and analyzes various Recruitment data for special project reporting. • Provides additional reports to management as requested.
5	6. Performs other duties as assigned or required which are reasonable within the scope of the duties enumerated above.
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	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90705567	CAREER SERVICES MANAGER

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
2. Requires ability to speak and write Spanish at a colloquial skill level.
3. .

Preferred Qualifications (In Order of Significance)

1. Requires two (2) years of professional experience with public speaking.
2. Requires one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Requires one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.
4. Prefers one (1) year of professional experience with talent acquisition, recruitment, and/or outreach events.
5. Prefers one (1) year of professional experience developing and maintaining cooperative working relationships with coworkers and the public, especially relationships with job applicants.
6. Prefers working knowledge of the personnel codes, rules, position classification plans, pay plans, collective bargaining contracts, and other related human resources policies and procedures.
7. Prefers two (2) years' professional experience with customer service.
8. Prefers one (1) year of professional experience using WebEx or other comparable virtual platforms for interactive counseling, outreach, and training.
9. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.

Specialized Skills (Used for certain BU Employees only)

1. Requires two (2) years of professional experience with public speaking.
2. Requires one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Requires one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.

CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime. This may require the ability to work evenings and weekends.
3. Requires a valid driver's license and the ability to travel in the performance of duties, with overnight stays as appropriate.
4. 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.
5. Requires the ability to use agency technology/equipment (i.e., mobile phone, laptop, etc.) properly in accordance with information security awareness policies and confidentiality guidelines.
6. This position is considered medium work as defined by the U.S. Department of Labor (20 CFR 404.1567(c)). Medium work requires the ability to lift no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
HUMAN RESOURCES REPRESENTATIVE	RECRUITER/CAREER COUNSELOR	None	None	90688134	19692-37-24-400-41-02	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	RP	false	1
AGENCY	DIVISION	SECTION		UNIT	EFFECTIVE DATE	
Department of Central Management Services	BoP/Recruitment and Retention-24	BOP/Recruitment and Retention/ Recruitment South-400		BoP/Other Recruitment Centers/ Marion-41	2025.08.01	
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Williamson	Marion - 2309 W Main St	USA/RC062	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
35	<p>1. Under direction, serves as a recruiter, career counselor, and personnel generalist in the Marion Recruitment Center.</p> <ul style="list-style-type: none"> Analyzes and reviews applicant's interests, education, work experience, geographic preference, and salary requirements against various job titles. Advises applicants in the selection of job titles that match their interests, education, work experience, geographic preference, and salary requirements using various methods including, but not limited to, via phone, email, in-person and/or virtually. Explains qualifications and requirements of recommended job titles and specific examinations to the applicant. Responds to phone calls, emails, and walk-in inquiries regarding testing, counseling, and the State employment process. Documents counseling session in the counseling application database. 					
30	<p>2. Participates in various recruitment activities such as Veteran's Outreach workshops, Minority Outreach workshops, Community job fairs, University and College recruitments using various methods and technology including, but not limited to via phone, chat, email, in-person and/or virtually.</p> <ul style="list-style-type: none"> Leads and assists with in-person and virtual presentations to interested groups. Contacts and updates contact list including, but not limited to veteran's groups, minority groups, community groups as well as colleges and universities. Registers for and attends in-person and virtual events. Utilizes various technology and platforms to participate in recruitment events. Serves as a liaison with both regional and local governmental offices and/or officials. Develops and maintains a positive professional working relationship with all internal and external stakeholders. Provides interpretation of the Personnel Code, Rules, and Pay Plan and other Department of Central Management Services procedures as it applies to application and hiring processes. Tracks and maintains inventory of promotional materials and coordinates supply replenishment by notifying the supervisor of supply orders when stock levels are low. 					
15	<p>3. Administers open competitive and Upward Mobility Program (UMP) tests on the examinations system for the Southern Region of the State.</p> <ul style="list-style-type: none"> Coordinates with other staff engaged in administering examinations and providing testing information. Verifies that applicants have not taken the same test within a 30-day period. Checks photo identification of applicants prior to testing. Schedules and records appointments for testing and counseling. Uploads test materials to the examinations station. Scans and emails test UMP test results to the UMP staff. Enters test results into the examinations system as needed. Responds to written correspondence regarding applicant qualifications and examination requirements. Monitors testers to ensure examination aids, mobile phones, etc. are not being used during testing. Performs Pre-testing qualifications check of specific titles by utilizing qual-check manual and class specifications. 					

10	4. Utilizing the State of Illinois web-based electronic hiring system, provides posting and application information for current vacancies within agencies and departments under the jurisdiction of the Governor of the State of Illinois using various methods of communication including, but not limited to via phone, email, in-person, and/or virtually. <ul style="list-style-type: none"> • Answers questions for state employees and the public in completing the application process utilizing the web-based system. • Provides guidance to applicants with maneuvering through the web site and various steps in reviewing job postings, setting up job alerts, and completing applications. • Explains applicable rules, policies, or methods regarding the web-based system to agencies, departments, state employees, and the public. • Answers general inquiries regarding the examination process. • Provides testing information (test dates, times, locations, etc.) to interested individuals.
5	5. Prepares weekly reports of Center metrics, outreach events, travel vouchers, fleet cars, and related reporting. <ul style="list-style-type: none"> • Researches, tracks, maintains, and analyzes various Recruitment data for special project reporting. • Provides additional reports to management as requested.
5	6. Performs other duties as assigned or required which are reasonable within the scope of the duties enumerated above.
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	9.
	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90705567	CAREER SERVICES MANAGER

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
2. .

Preferred Qualifications (In Order of Significance)

1. Prefers two (2) years of professional experience with public speaking.
2. Prefers one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Prefers one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.
4. Prefers one (1) year of professional experience with talent acquisition, recruitment, and/or outreach events.
5. Prefers one (1) year of professional experience developing and maintaining cooperative working relationships with coworkers and the public, especially relationships with job applicants.
6. Prefers working knowledge of the personnel codes, rules, position classification plans, pay plans, collective bargaining contracts, and other related human resources policies and procedures.
7. Prefers two (2) years' professional experience with customer service.
8. Prefers one (1) year of professional experience using WebEx or other comparable virtual platforms for interactive counseling, outreach, and training.
9. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.

Specialized Skills (Used for certain BU Employees only)

1. Requires two (2) years of professional experience with public speaking.
2. Requires one (1) year of professional experience creating marketing materials such as brochures, flyers, posters, email campaigns, social media content, infographics, and digital ads.
3. Requires one (1) year of professional experience using job boards and computer systems designed specifically for Human Resources (HR), Applicant Tracking Systems (ATS), Customer Relationship Management (CRM), and/or internet search methods, Microsoft Office Suites, software, and templates.

CONDITIONS OF EMPLOYMENT

1. Requires completion of a background check and self-disclosure of criminal history.
2. Overtime is a condition of employment, and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime. This may require the ability to work evenings and weekends.
3. Requires a valid driver's license and the ability to travel in the performance of duties, with overnight stays as appropriate.
4. 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.
5. Requires the ability to use agency technology/equipment (i.e., mobile phone, laptop, etc.) properly in accordance with information security awareness policies and confidentiality guidelines.
6. This position is considered medium work as defined by the U.S. Department of Labor (20 CFR 404.1567(c)). Medium work requires the ability to lift no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS