CMS

ILLINOIS Bruce Rauner, Governor
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Tom Tyrrell, Acting Director

March 30, 2015

The Honorable Bruce Rauner
Governor
State of Illinois
207 State Capitol
Springfield, Illinois 62706

Dear Governor Rauner:

The State Services Assurance Act, Public Act 95-707, passed in November 2008, requires each state agency to report to the General Assembly annually their staffing level of bilingual employees.

Please find enclosed the report of bilingual employees currently employed at the Department of Central Management Services. Establishing positions with multilingual options and incorporating multilingual skills into existing positions allow our agency to provide better services more efficiently to the public.

Should you have any questions or need any additional information, please contact Carlos R. Charneco, CMS Bureau of Personnel, Division of Statewide Services at 312/814-0922.

Sincerely,

Tom Tyrrell
Acting Director

Enclosure

cc: Carlos R. Charneco, Department of Central Management Services

100 W. Randolph, Suite 4-400, Chicago, IL 60601-3274
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CMS
ILLINOIS Bruce Rauner, Governor
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Tom Tyrrell, Acting Director

Employees of Central Management Services Receiving Bilingual Pay 3/12/2015			
Incumbent	**Title**	**Position Number**	**Language**
Lazic, Maria	Admin Assistant 1	00501-37-04-000-31-02	Spanish
Magana, Mayra	Human Resources Spec	19693-37-22-200-01-02	Spanish
Mireles, Fabiola	Human Resources Assistant	19690-37-21-500-01-02	Spanish
Oropeza, Estela	Admin Assistant 1	00501-37-04-000-31-02	Spanish
Ponce, Marina	Office Associate	30015-37-04-000-01-01	Spanish
Solorzano, Maria	Office Associate	30015-37-66-260-41-10	Spanish

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CMS 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				00501-37-04-000-03-01
New/Revised Position Administrative Assistant I		29	SS	00501-37-04-000-31-02

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 Central Management Services	Business Enterprise Program	0	016	Y		

10. SECTION	11. UNIT	12. TRANSACTION CODE	13. EFFECTIVE DATE
Existing Position			11/01/12
New/Revised Position			

14. WORK LOCATION	15. BARGAINING/TERM CODE	Rutan Exempt
Existing Position 2.Chicago		Y
New/Revised Position Cook County	RC028	N

- ☐ 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Under general direction of the Certification Section Manager of the Business Enterprise Program; performs analysis functions of vendor application files and documents to conduct review of history, organizational structure and financial, legal and administrative operations; analyzes vendor reciprocity files to determine requirements are met. Assists the Certification Section Manager with organizing goals and objectives for the program and in conducting research studies of the organizational and administrative procedures. Performs a variety of staff functions and assists the Division Manager with various administrative and/or technical correspondence, special projects and reports. Communicates in Spanish to those individuals who do not read or speak English. Attends meetings, conferences, workshops and other activities; prepares mailings and maintains database. Conducts site visit interviews throughout the State at various off-site locations in performance of these duties to determine program eligibility requirements for certification.
25%	1. Analyzes vendor application files, including full certification, No Change Affidavits and relevant documents including tax statements, balance sheets, federal income tax returns, loan agreements, proof of ownership and sources of funds used to invest in the business; conducts review of history, organizational structure and financial, legal and administrative operations in determining if applicant meets Business Enterprise Program (BEP) requirements for certification; makes recommendation regarding certification to the Certification Section Manager. Conducts site visit interviews throughout the State at various off-site locations in performance of these duties to determine program eligibility requirements for certification.
20%	2. Analyzes vendor reciprocity files, including such documents as federal tax returns to conduct a review of history, organizational structure, financial, legal and administrative operations to determine if applicant 's entity meets BEP requirements for reciprocity.
20%	3. Assists the Certification Section Manager with organizing goals and objectives for the program and in conducting research studies of the organizational and administrative procedures; assists the Certification Section Manager in developing and coordinating general and targeted outreach/public relations campaigns; works with the Certification Section Manager and public affairs in coordinating advertising placement. Participates in the analysis of existing program support functions including budget, certification, legislation, computerized operations, outreach, public affairs, and vendor relations.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
[signature] 5	RECEIVED NOV 21 2012	Malcolm Weems	11/15/12

CMS-104 (Rev. 10/94) IL 401-0794 Mark Magill [signature] MB Duesterhaus

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Performs a variety of staff functions and assists the Division Manager with responding to certification appeals, various administrative and/or technical correspondence, special projects and reports; researches vendor status on system in response to walk-ins and telephone calls; prepares certification application requests from vendors; monitors distribution reports; assists the Certification Section Manager in training support staff and interns; maintains general and confidential files of BEP, including personnel and timekeeping records; originates and compiles weekly itineraries for staff; oversees machine maintenance and coordinates service contracts on office equipment/machines; coordinates purchase of office supplies and distribution.
10%	5. Translates functions/procedures into Spanish for individuals who cannot speak or read English, in contacts with the general public, advocacy groups, customers and community organization.
05%	6. Travels to, and attends meetings, conferences, workshops and other activities regarding Strategic Planning, budget and legislation; attends outreach programs as a representative of BEP; assists the Certification Section Manager by preparing mailings, maintaining database for the Council, and in the production of workshops, reserving meeting space for scheduled activities and coordinating travel itinerary for the Certification Section Manager and other staff members.
05%	7. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.

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

	WORKING TITLE (IF ANY)
Public Service Administrator 37015-37-04-000-30-01	Manager, Certification Section

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 completion of four years of college, preferably with courses in public or business administration. Requires one year of professional experience in a public or private organization, or completion of an agency approved professional management training program. Requires an appropriate, valid driver's license and the ability to travel. Requires the ability to read, speak and write Spanish at a colloquial level.

CMS 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				19693-37-28-000-01-02
New/Revised Position: Human Resources Specialist		29	SS	19693-37-22-200-01-02

3. AGENCY	4. BUREAU/ DIVISION	5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position	Personnel/Diversity Enrichment Program					
New/Revised Position: Central Management Services	Personnel/Statewide Services	0	016	N	R	

10. SECTION	11. UNIT	12. TRANSACTION CODE	13. EFFECTIVE DATE
Existing Position			~~05/01/11~~ 7-1-11
New/Revised Position: Diversity Enrichment Program			

14. WORK LOCATION	15. BARGAINING/TERM CODE	Rutan Exempt
Existing Position: Cook County		
New/Revised Position: Chicago	RC062	N

- ☐ 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	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.
25%	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.
25%	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.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
[signature] 5	[signature] JAN 2011	James P Sledge by [signature]	5/18/11

CMS-104 (Rev. 10/94) IL 401-0794 Mark Mayell 8/29/11

TECHNICAL SERVICES

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.)

	WORKING TITLE (IF ANY)
Senior Public Service Administrator 40070-37-22-200-00-01	Manager, Diversity Enrichment Program

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

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.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICE

- - - POSITION ACTION NOTICE - - -

REPORT #: DPP03 RUN DATE: 11/17/11 PROGRAM #: IMP060

FROM	TO
POSITION #: 19690-37-21-510-01-02	POSITION #: 19690-37-21-500-01-02
TITLE NAME: HUMAN RESOURCES ASST	TITLE NAME: HUMAN RESOURCES ASST
DEPARTMENT: CENTRAL MANAGEMENT SVCS	DEPARTMENT: CENTRAL MANAGEMENT SVCS
DIVISION : BOP/EXAMINING & COUNSELN	DIVISION : BOP/EXAMINING & COUNSELN

* * * * * * * * * *

A/I CONTRL: 002	WRK COUNTY: 016-COOK
EXMPT CODE: O	TRANS CODE: MC024
AUDIT CODE: RECORD	EFFEC DATE: 11-01-11
BARG CODE : RC014	POS OPTION: S2
RUTAN EXEMPT: N	BILING PAY: 29
TERM ID :	ALT FORM : N

* * * * * * * * * *

REMARKS :

CMS 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: Human Resources Assistant		29	S2	19690-37-21-510-01-02

3. AGENCY	4. BUREAU/ DIVISION	5. EXMT CODE	6. WORK COUNTY	7. AA AUTH.	8. AUDIT	9. OFFICE USE
Existing Position						
New/Revised Position: Central Management Services	Personnel/Examining and Counseling	0	016	Y	R	

10. SECTION	11. UNIT	12. TRANSACTION CODE	13. EFFECTIVE DATE
Existing Position			04/01/09
New/Revised Position: Chicago Assessment Center			

14. WORK LOCATION	15. BARGAINING/TERM CODE	Rutan Exempt
Existing Position		
New/Revised Position: Chicago	RC014	N

- ☒ 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Under direction, performs specialized clerical personnel duties for the Chicago Assessment Center; serves as receptionist for the Center; translates orally and in writing, functions/procedures into Spanish for individuals who cannot speak or read English; answers the telephone and greets visitors providing information in person and via telephone to interested parties regarding examinations/testing and counseling procedures; explains how to use and read information on the eRecruiting online system; receives and reviews employment applications and performs pre-qualifications to determine training and experience for coding purposes; performs verification of veteran documents to establish and determine code and points; schedules counseling appointments; types and mails responses and other appropriate documentation to applicants whose applications are being returned for inability to process due to lack of required information.
35%	1. Serves as a receptionist for the Chicago Assessment Center; answers the telephone and greets visitors providing information in person and via telephone to interested parties regarding examinations/testing and counseling procedures; advises on correct forms to be completed for the examination process; gives testing information (test dates, times, locations, etc,) and explains how to use and read information listed on the eRecruiting online system and how to check for job postings; uses PEERS, Access and other mainframe systems to access Examining and Counseling information to independently respond to both written and telephone inquiries.
25%	2. Receives and reviews employment applications to ensure application is completed correctly. Pre-qualifies applicants for testing by reviewing application, preparing pre-qual form and referencing qual-check book prior to entering testing room. Confers with Springfield TRAEX staff to ensure accuracy of qualifications check.
10%	3. Translates procedures/functions into Spanish for individuals who cannot speak or read English.

CENTRAL MGMT SERVICES
BUREAU OF PERSONNEL

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
[signature]	APR 06 2009	[signature]	4/6/09

CMS-104 (Rev. 10/94) S 401-0794

[signature] 4/8/09 TECHNICAL SERVICES

Tammy Long

37

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Performs verification of veteran documents by reviewing DD214's, NGB22, or other required documentation to establish and determine code and points; checks veteran documentation against Veteran's Outreach database to ensure that documentation is not falsified. Documents veteran codes on application and explains preference outcome to veteran applicants.
10%	5. Schedules counseling appointments on the electronic calendar; maintains a supply of examination announcements, applications and test guides for self-service to the public.
05%	6. Opens and sorts mail reveived for staff. Reviews, sorts and date-stamps applications. Types and mails responses and other appropriate documentation to applicants whose applications are being returned for inability to process due to lack of required information (i.e., signature, options, levels, incorrect application submitted, etc.).
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

	WORKING TITLE (IF ANY)
Public Service Administrator 37015-37-21-510-01-01	Manager, Chicago Assessment Center

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

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 high school and two years related clerical experience such as would be acquired at the Office Assistant level, or satisfactory completion of an approved training program. Requires ability to speak and write Spanish at a colloquial skill level. Requires the ability to understand and follow oral and written instructions. Requires ability to operate commonly used manual and automated office equipment, systems and software and perform routine maintenance. Requires the ability to type accurately at 30 words per minute. The ability to investigate and resolve conflicting information, balance workflow and keep track of time sensitive materials, and establish amd maintain working relationships is preferred.

CMS 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 Office Associate		~~SC~~ 29	~~S~~ 2	30015-37-04-000-01-01

3. AGENCY	4. BUREAU/ DIVISION	5. EQUIT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position						
New/Revised Position Central Management Services	Business Enterprise Program	0	016	N	R	

10. SECTION	11. UNIT	12. TRANSACTION CODE	13. EFFECTIVE DATE
Existing Position			~~12/01/10~~
New/Revised Position			1-1-12

14. WORK LOCATION	15. BARGAINING/TERM CODE	Rutan Exempt
Existing Position		
New/Revised Position Chicago	RC014	N

- ☐ 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Under direction, serves as a receptionist; answers multi-line phone system; greets personnel, vendors and general public; responds to inquiries of nontechnical nature; performs a wide variety of complex, specialized office support functions for the Bureau. Types complex charts, statistical reports, documents, forms memoranda and letters. Receives and reviews certification application forms for accuracy and attachments; drafts letters when information is needed and approves when complete. Reads, sorts and delivers incoming mail; distributes documents to appropriate staff; prepares special mailings timely; organizes and maintains filing system. Speaks and/or translates functions and procedures in Spanish for individuals who cannot read or speak English. Maintains and controls filing system to ensure ready access of files or records. Operates and maintains upkeep of common office equipment.
35%	1. Serves as a receptionist for the Bureau; answers a multi-line phone system, exercising discretion and judgment in referring sensitive issues, complex technical matters and policy concerns to the appropriate staff. Greets personnel, vendors and the general public. Responds to inquiries of nontechnical nature regarding various forms utilized by the Bureau; applies program policies, eligibility rules and regulations to program operations. Utilizes mainframe computer as an information source to research and gather facts regarding routine questions; interprets information and provides responses to inquiries. Assists in maintaining database files.
20%	2. Provides a variety of complex, specialized office support functions for the Bureau. Utilizes personal computer and various software applications to type complex charts, statistical reports; prepares spreadsheets to maintain records, database maintenance, documents, forms, memoranda and letters as requested by the Deputy Director and/or Unit Managers which may be technical or confidential in nature. Proofreads for clarity, punctuation, grammar and typographical errors.
15%	3. Receives and reviews certification application forms to ensure they are completed accurately and needed information is attached. Drafts letters to participants when an error is found and addresses how to correct the problem; approves and initials completed correct forms.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
5 Mark Magill		Melodyn Nemoto for Jessica Kerr	2/10/12

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CMS 04 (Rev. 10/94) IL 401-0794

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Reads, sorts and delivers incoming mail; assists with the mailing of special booklets, forms, letters and reports in a timely manner; distributes internal documents to Bureau staff; organizes and maintains filing systems; operates general office equipment; monitors reception area supplies to ensure availability of forms, brochures, handbooks, etc; orders needed supplies to replenish stock.
05%	5. Maintains and controls filing system within the Bureau to ensure ready access of files or records.
05%	6. Speaks and translates functions and procedures into Spanish for individuals who cannot read or speak English.
05%	7. Operates and maintains upkeep of common office equipment such as a personal computer, date stamp machine, adding machine, copy machine and multi-line telephone system.
05%	8. Performs other duties as required or assigned, which are reasonably within the scope of those enumerated above.

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

	WORKING TITLE (IF ANY)
Senior Public Service Administrator 40070-37-04-000-00-01	Deputy Director, BEP

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

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 high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs. Requires extensive knowledge of composition, grammar, spelling and punctuation. Requires elementary knowledge of agency programs, rules and regulations. Requires ability to follow oral or written instructions. Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability to write and speak Spanish at a colloquial skill level.

DEPARTMENT OF CENTRAL MANAGEMENT SERVICE

- - - POSITION ACTION NOTICE - - -

REPORT #: DPP03 RUN DATE: 03/19/13 PROGRAM #: IMP060

FROM	TO
POSITION #: 30015-37-66-150-41-10	POSITION #: 30015-37-66-260-41-10
TITLE NAME: OFFICE ASSOCIATE	TITLE NAME: OFFICE ASSOCIATE
DEPARTMENT: CENTRAL MANAGEMENT SVCS	DEPARTMENT: CENTRAL MANAGEMENT SVCS
DIVISION : BOPM/FACILITIES MGNT	DIVISION : BOPM/FACILITIES MGNT

* * * * * * * * * *

A/I CONTRL: 001	WRK COUNTY: 016-COOK
EXMPT CODE: O	TRANS CODE: MC024
AUDIT CODE: RECORD	EFFEC DATE: 02-01-13
BARG CODE : RC014	POS OPTION: S2
RUTAN EXEMPT: N	BILING PAY: 29
TERM ID :	ALT FORM : N

* * * * * * * * * *

REMARKS :

DEPARTMENT OF CENTRAL MANAGEMENT SERVICE

- - - POSITION ACTION NOTICE - - -

REPORT #: DPP03 RUN DATE: 08/29/11 PROGRAM #: IMP060

FROM	TO
POSITION #: 30015-10-82-340-00-29	POSITION #: 30015-37-66-150-41-10
TITLE NAME: OFFICE ASSOCIATE	TITLE NAME: OFFICE ASSOCIATE
DEPARTMENT: HUMAN SERVICES	DEPARTMENT: CENTRAL MANAGEMENT SVCS
DIVISION : MADDEN MENTAL HEALTH CTR	DIVISION : BOPM/FACILITIES MGNT

* * * * * * * * * *

A/I CONTRL: 001	WRK COUNTY: 016-COOK
EXMPT CODE: O	TRANS CODE: BA094
AUDIT CODE: RECORD	EFFEC DATE: 07-01-11
BARG CODE : RC014	POS OPTION: S2
RUTAN EXEMPT: N	BILING PAY: 29
TERM ID :	ALT FORM : N

* * * * * * * * * *

REMARKS : TRANSFER PER EXEC. ORDER 2010-10

CMS 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			2	30015-10-82-340-00-21
New/Revised Position Office Associate		29	S2	30015-10-82-340-00-29

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 Human Services	Division of Mental Health	0	016	N	R	

10. SECTION	11. UNIT	12. TRANSACTION CODE	13. EFFECTIVE DATE
Existing Position			4-16-10
New/Revised Position Madden Mental Health Center	Engineering		

14. WORK LOCATION	15. BARGAINING/TERM CODE	Rutan Exempt
Existing Position		
New/Revised Position Hines	RC014	N

- ☐ 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

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Under direction, performs a variety of complex, specialized clerical functions including typing and processing records and typing complex charts, reports, forms, memoranda and requests; runs various engineering reports. Communicates in Spanish to those individuals who do not read or speak English.
	SPECIFICALLY:
25%	1. As time keeper for the support services department, applies well defined procedures in the manipulation of stored information to generate records and reports concerning attendance, available benefit time, and other matters similar in complexity. Prepares monthly employee schedules, dates and records days off, sick time, holidays and vacation days for the department. Records monthly overtime hours and submits on a quarterly basis. Types and distributes schedule to supervisors and a copy posted to the bulletin board.
20%	2. Compiles, prepares and types complex engineering department's reports, forms and letters including legal, medical and/or psychological terminology; correspondence would include Chief Engineer's reports, weekly water reports, utility management reports, transportation reports, key reports, monthly Engineering expenditure report and annual power plant report. Determines proper format, punctuation, grammar and spelling; confirms accuracy and clarity; maintains data in a complex, computerized database.
15%	3. Types purchase orders requesting material for the engineering department including scheduling pick-ups or deliveries for the Engineering Department; requisitions same from storeroom and disposes of such to proper tradesman. Maintains, retrieves and updates computerized databases and spreadsheets as well as vendor hard copy files.
10%	4. Receives work request via the engineering department's work order systems and verifies tradesmen receive work orders via hard copies so work can be completed per specifications. Prepares any equipment work order requests for supervisors.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
20	CENTRAL MGMT SERVICES BUREAU OF PERSONNEL	30	4-12-10

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

Sherry Campbell 6-11-10

APR 20 2010

TECHNICAL SERVICES

POSTED 4-19-10

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	5. Translates functions/procedures into Spanish for individuals who cannot speak or read English, in contacts with the general public, advocacy groups, customers and community organizations.
10%	6. Schedules transportation for patients and staff within the facility. Maintains assignment schedules and locations of all vehicles; plans preventive maintenance and keeps current all prevent maintenance records required by Springfield facilities planning and operations. Assigns drivers to meet transportation needs of the facility.
5%	7. Maintains complex computerized database for key control system involving over 3000 keys and master keys to be used by authorized personnel.
5%	8. Performs other duties as assigned or required that are within the scope of the duties enumerated above.

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

	WORKING TITLE (IF ANY)
Public Service Administrator 37015-10-82-120-00-21	Support Services Administrator

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 completion of high school and two years office experience. Requires the ability to type at 45 wpm, use manual and automated office equipment and have knowledge of office practices and procedures. Requires ability to speak, read and write Spanish at a colloquial skill level.