

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE	13650
EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE - INTERMITTENT	13651

Effective: 06/01/2015

INTRODUCTION:

The work responsibilities and assignments of these two classifications are identical beyond a normal job learning period. The conditions of employment set out for the intermittent representative class is different, in that employment depends upon workload, and may not exceed 1,500 hours a year to satisfy the definition for included positions; a year is identified as October 1 through September 30.

DISTINGUISHING FEATURES OF WORK:

Under general supervision in a consolidated employment security office, assesses client service needs; takes and processes routine, complex and special claims including interstate, military, other federal or trade readjustment; conducts benefit rights interviews and clarifies eligibility factors; adjudicates contested benefit claims issues, excluding the complex issues of determination contests, able and available to work conditions not specifically defined by statutes, work search, separation issues, felony and theft, refusal of work and requests for revision of benefit wages; provides routine eligibility determinations; categorizes occupational fields and assigns codes; provides referral, placement and follow-up services on available job orders or training programs; utilizes computer for job match and sort; may solicit job orders by telephone; administers department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using an automated system; keeps and processes activity records; refers clients with complex issues and service needs to appropriate consolidated office staff.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; categorizes occupational fields and assigns applicable codes; assists in the formation of eligibility work search action plan and reviews for compliance; explains rights and responsibilities on all benefit programs.
2. Assesses client skills and refers clients to employers for job interviews, selects appropriate job openings as listed in job order records or available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; organizes transportation when necessary; follows up on job orders to determine status of referrals and need for additional referrals; verifies and records placements; may solicit for job opportunities by phone.

## EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE (Continued)

3. Adjudicates minor benefit claims issues, providing eligibility determinations for routine initial or continued claims; investigates, researches and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.
4. Takes and processes all types of routine, complex and special claims on all benefit entitlement programs administered by IDES; takes and processes telephone or in person job orders from employers; takes and processes client vouchers or eligibility forms for target funded or tax incentive programs.
5. Administers approved tests to applicants; monitors exams; scores, interprets and records test results.
6. Performs reception and intake duties as workflow necessitates; processes data for file construction and maintenance of all appropriate IDES automated data files; extracts and utilizes data as appropriate.
7. May provide service under special contract programs; may advise clients on work attitudes, habits, relationships and dress as related to a specific job referral; provides intra-office referral for more complex or specialized services.
8. Performs other duties as required or assigned which are reasonably within the scope of described duties.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or 4 years (6,000 work hours) as a department intermittent staff member.

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

Knowledge, Skills and Abilities

Requires an extensive knowledge of interviewing practices and procedures.

Requires extensive knowledge of client rights and obligations to provide effective service to clients.

Requires extensive knowledge of client and employer rights and obligations in order to provide for the appropriate determination of noncomplex unemployment insurance claims benefit issues.

Requires working knowledge of employers and their manpower needs.

Requires working knowledge of employment search techniques and evaluative processes of effective search procedures.

Requires working knowledge of aptitude testing and skill level evaluation processes.

Requires the ability to effectively communicate with employers and clients.

## EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE (Continued)

Requires the ability to determine an appropriate work search plan for the client and identification of inappropriate work search efforts.

Requires the ability to effectively organize and analyze pertinent information to provide for the determination of appropriate payment or nonpayment of claimant benefits as relates to noncomplex issues.

Requires the ability to write clearly and concisely to record benefit determinations, employer job orders and client work history information.

In addition to having knowledge of written and spoken English, may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking clients.