

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

EMPLOYMENT SECURITY SERVICE REPRESENTATIVE

POSITION CODE: 13667  
Effective: 5-16-09

DISTINGUISHING FEATURES OF WORK:

Under general direction in a consolidated employment security office, performs the selected more complex employment services functions, job placement functions, unemployment insurance benefit entitlement resolutions and programmatic liaison to employers under provision of the UI Tax Act, Wagner-Peyser and JTPA, 7A and 7B legislation in compliance with federal and state statutory provisions, rules, regulations and requirements; serves as employer account executive; renders professional assistance for employment services and job development/recruitment programs for employers; explains labor laws, mandated programs, rights and responsibilities, and department services to employers; performs highly responsible analytical work adjudicating nonroutine complex claims and other claims issues for unemployment insurance benefits; renders determinations on claims eligibility; provides intensive selection, referral, placement, vocational counseling, training assessment and referral, and job development services to clients; solicits employers for job openings; provides liaison services between employer and department on employers' questions on unemployment insurance contributions, wage records, field audit and benefit programs; loads and extracts data from automated systems; maintains activity records and prepares reports; makes services efficiency assessments and recommendations.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Adjudicates major benefit claims issues, providing eligibility determinations for nonroutine, complex or unique initial or continued claims; makes multi-claim decisions; investigates, researches and explains case disposition; provides written determination; conducts reconsidered determinations and accepts appeals when appropriate; assists in the formation of eligibility work search plan and reviews for compliance; explains rights and responsibilities on benefit programs.
2. Interviews job applicants, taking or updating to work history; assesses client skills and refers clients to employers for job interviews; selects appropriate job opening as listed in job order records or available through automated program files; provides client with information regarding selected jobs and job interviewing procedures; organizes transportation when necessary; provides client certifications on target funded employment or training programs; verifies and records placements.
3. Determines need and provides counseling to resolve vocational problems; interprets test results and provides information on available training and education programs; aids and guides client in forming career goals and making career changes; develops job openings by telephone or during employer field visits in accordance with applicant occupational experience, skills and abilities when office job sources are insufficient.

## EMPLOYMENT SECURITY SERVICE REPRESENTATIVE (Continued)

4. Acts as account executive for assigned employer accounts; develops and maintains a program to contact businesses to explain, solicit and promote the benefits of listing job openings with IDES; provides liaison between the employer and IDES on unemployment insurance contributions, wage records, field audit and benefit programs in securing answers to employers' questions; assists employers in establishing new unemployment insurance accounts; explains employer's rights and responsibilities on programs as appropriate; explains and promotes the use of hiring incentives and prescreening services and encourages hiring of special applicant groups; provides professional assistance to employers regarding planning and implementing work force recruitment procedures; provides professional assistance to employers regarding planning and implementing work force recruitment procedures; provides labor market information and other technical information as appropriate; and evaluates effectiveness of service delivery and employer needs for purposes of quality control and future service requirements.
5. May provide service under special contract programs or may be assigned as special contract program representative; may negotiate or monitor contracts for special target clients with training facilities or employers.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; or five years professional experience in personnel administration, or business ownership management or operation.

#### Knowledges, Skills and Abilities

Requires thorough knowledge of those provisions of the Illinois Unemployment Insurance Act impacting on area of responsibility.

Requires a thorough knowledge of interviewing, finding of fact, test interpretation, vocational counseling techniques and manpower needs of private industry.

Requires a thorough knowledge of sales and technical aspects of field job development, and a working knowledge of employers' rights and responsibilities regarding contributions reports and payments.

Requires extensive knowledge of client and employers' rights and obligations in order to provide for the appropriate determination of unemployment insurance claims benefit issues of a highly complex nature.

Requires the ability to operate as an account executive responsible for the coordination of services between the department and the employer.

Requires the ability to establish rapport with representatives of major industrial, business and governmental organizations to maximize services provided by IDES.

Requires the ability to effectively organize and analyze pertinent information to provide for the determination of highly complex claimant benefits issues.

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

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