

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

EMPLOYMENT SECURITY SPECIALIST SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>	<u>EFFECTIVE</u>
EMPLOYMENT SECURITY SPECIALIST I	13671	4-16-79
EMPLOYMENT SECURITY SPECIALIST II	13672	4-16-79
EMPLOYMENT SECURITY SPECIALIST III	13673	12-1-02

SERIES INTRODUCTION:

The Employment Security Specialist class series has been developed for utilization by the Bureau of Employment Security. The major objective of the series is to provide for Unemployment Insurance and Job Service special program support services and functions which are responsive to the cost-effectiveness of service delivery. Employment Security Specialists are accountable for the analysis, evaluation and/or coordination of ongoing and special agency programs. Additionally, specialists are responsible for functions such as training or the preparation of annual plans of service.

EMPLOYMENT SECURITY SPECIALIST I

POSITION CODE: 13671

DISTINGUISHING FEATURES OF WORK:

Under general supervision, assists other professionals in performing program research, development and evaluation for ongoing and/or specially funded Unemployment Insurance or Job Service Programs; compiles information and develops into reports for use by management in the assessment of existing operational, client, employer or training-oriented programs or services or in the development and implementation of new programs or expanded services; may serve as liaison in providing program information to regional or local office staff and support sections within the bureau and to representatives from other governmental agencies.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Assists in collecting information on program operations from local offices; reviews and analyzes information for program effectiveness, compliance with state and federal regulations; participates in making recommendations for modification.

EMPLOYMENT SECURITY SPECIALIST I (Continued)

2. Monitors ongoing agency, employer or privately controlled training programs providing increased employability skills to clients to ensure that these programs fulfill client needs to acquiring necessary job skills; provides supervisor with information to ensure continued training program effectiveness.
3. Participates with experienced specialists in providing technical assistance and advice to local, central and special program offices to ensure uniform provision of client-oriented and effective service; assists in guiding implementation of new, modified or special programs to increase client service effectiveness.
4. Compiles information for program and goal planning staff on client needs; prepares recommendations on expanded services or programs to better meet these needs.
5. Reviews and clears intra-state and inter-state job orders to rural employers to ensure compliance with federal and state regulations regarding rural and migrant farms laborers.
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 completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level.

Knowledges, Skills and Abilities

Requires working knowledge of program research and analysis techniques.

Requires working knowledge of bureau program and service goals, activities and operational systems in area of responsibility.

Requires the ability to effectively communicate ideas both orally and in written form.

Requires the ability to collect and organize pertinent data and/or information and prepare reports using narrative and/or statistical formats.

Requires elementary knowledge of automated system capabilities within the agency.

EMPLOYMENT SECURITY SPECIALIST II

POSITION CODE: 13672

DISTINGUISHING FEATURES OF WORK:

Under direction, participates in performing program and services development and evaluation for ongoing and/or specially funded bureau programs such as might be involved in coordinating minor programmatic functions such as Job Corps or CETA at a regional level or participating in program planning and evaluation in a specialized central office unit; participates in program operation design and format, develops procedural, training or informational materials for use in services expansion, staff development and training, or program implementation or evaluation; provides technical assistance and/or training to local or central office staff in program implementation and maintenance.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Participates in a specialized central office program function by performing evaluation studies on existing bureau programs and services, analyzing information and data to determine effectiveness of programs relative to client needs and cost; participates in preparing reports from findings and submits recommendations to management to contribute to management's evaluation of program effectiveness.
2. On a regional basis, performs program coordination functions involving either a phase of a major program such as WIN or monitoring a minor program such as Job Corps; provides liaison to local office staff regarding intent and interpretation of federal and state guidelines pertaining to assigned program functions.
3. Reviews and interprets federal or state guidelines impacting on area of responsibility, prepares bureau program guidelines or administrative memoranda and disseminates such material to appropriate central, regional and/or local office staff in interpreting and implementing guidelines.
4. Reviews and analyzes current program functions of JS or UI, i.e., counseling and interviewing techniques, employer services, client testing, referral or placement, claims taking, determination of benefit eligibility, assessment and collection of employer tax; makes recommendations in report form for improved methods and techniques.
5. Assists in the presentation of staff development training programs; evaluates existing training programs and needs for staff development, relates staff effectiveness to meeting client and employer needs; prepares recommendations and participates with agency training staff in the development, implementation and maintenance of training programs maximizing staff effectiveness.

EMPLOYMENT SECURITY SPECIALIST II (Continued)

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 four years of college with major courses in the social sciences and one year professional experience; or requires five years of work experience in program research, evaluation, or design with three of the years at the professional level.

Knowledges, Skills and Abilities

Requires extensive knowledge of program research techniques.

Requires working knowledge of bureau program and service goals, activities and operational systems in area of responsibility.

Requires working knowledge of analysis and design of operational systems.

Requires elementary knowledge of state or federal regulations impacting on the design or operation of bureau programs.

Requires elementary knowledge of training public relations and automated system capabilities within the agency.

Requires the ability to collect and organize pertinent data and develop into reports and/or recommendations.

Requires the ability to effectively communicate ideas both orally and in written form.

Requires the ability to serve as a technical and information resource to local office staff to maximize effectiveness of division operations.

EMPLOYMENT SECURITY SPECIALIST III

POSITION CODE: 13673

DISTINGUISHING FEATURES OF WORK:

Under general direction, independently performs professional functions involved in program development, coordination, training and/or planning - examples of primary roles of such positions are regional training coordinator, conducting general management training sessions for the central office training program, acting as lead worker or advanced level journeyman in a specialized, statewide program development unit, or acting as a regional coordinator for either a major program such as WIN or several minor programs; or, supervises a unit of professional and technical staff in a specialized, statewide local office related program or a minor, statewide program development unit - examples of the primary roles of such positions are supervisor of a large unit composed of either Unemployment Insurance Representatives or Employment Service Representatives engaged in performing specialized and centralized local office functions such as Interstate Benefits claims, WIN counseling and placement or similar functional areas; independently provides specialized consultative services to central or regional management for an activity which is highly specific as to objective and content.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Independently or as a lead worker, performs advanced professional functions relative to a specialized Unemployment Insurance or Employment Services Program having a statewide impact; performs professional functions related to program development, procedural needs, research and analysis, and planning.
2. As a regional Unemployment Insurance or Job Service Trainer, conducts specialized programmatic training sessions for local office staff; as a central office trainer, conducts general staff development training sessions; independently prepares instructional materials, determines content of assigned training sessions and consults with local, regional and central staff on training needs.
3. In Job Service or Unemployment Insurance regional operations, coordinates either a major division program or several minor division programs; confers with local office staff on program monitoring and evaluation and makes recommendations to appropriate central office units regarding changes in procedures and techniques.
4. As supervisor of a large centralized local office related service, supervises professional and technical staff in taking or processing specialized unemployment claims, placement and counseling services or related processes.

EMPLOYMENT SECURITY SPECIALIST III (Continued)

5. Provides specialized consultative advice and service to local, regional and central support or administrative personnel to contribute to effective service expansion and/or improvement; may serve as consultant to other governmental agencies and civic organizations on a specialized phase of employment security operations.
6. Plans, coordinates, directs and reviews the activities of a small specialist staff unit engaged in the identification, analysis and resolution of operational problems, and in the review, evaluation and implementation of a minor Unemployment Insurance or Job Service Program or function.
7. 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 four years of college with major courses in the social sciences and two years of professional experience in program research, evaluation, or design; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design.

Knowledges, Skills and Abilities

Requires an extensive knowledge of program research techniques, and design of operational systems.

Requires extensive knowledge of bureau program and service goals, activities and operational systems in area of responsibility.

Requires working knowledge of state or federal regulations impacting on the design or operation of JS or UI Programs.

Requires working knowledge of training, public relations and automated system capabilities within the agency.

Requires the ability to recognize operational areas needing improvement and to plan and direct appropriate research and procedural changes.

Requires the ability to train and supervise a technical staff engaged in program research and evaluation.

Requires the ability to effectively communicate both orally and in written form to agency staff, representatives from other governmental agencies, civic organizations and the general public.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.