

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

UNEMPLOYMENT INSURANCE REVENUE SPECIALIST

POSITION CODE: 47087  
Effective: 7-16-99

DISTINGUISHING FEATURES OF WORK:

Under direct supervision in an assigned area of responsibility, performs tasks supportive to the unemployment insurance tax determination process; reviews employer accounts in order to verify accuracy and consistency of agency held data and records; reconciles information maintained within the agency's employer account data systems; assists higher level analysts with account verifications and corrections in compliance with Unemployment Insurance Act; provides general unemployment insurance information to the public and employers.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Posts nonfinancial account information to agency held employer unemployment insurance account records; verifies address changes; assigns Standard Industrial Codes (SIC) to new accounts.
2. Receives, analyzes and classifies correspondence and documents from employers; routes correspondence and documents to designated unit for processing; opens and closes assignments utilizing data entry system.
3. Provides general information by phone, or in person, to employers or their representatives, agency personnel and related parties, regarding necessary documentation and agency procedures, in order to assure compliance with the Unemployment Insurance Act.
4. Verifies information necessary for the determination of employer status; compares reported account data received from different sources; notes suspected discrepancies received in reported information and routes findings to appropriate unit; verifies calculations from completed reports.
5. Assists higher level analysts with employer account maintenance; confirms calculations of amounts owed by employers and maintains collection files; assists with rate assignments, certifications, terminations and reinstatement of accounts.
6. Processes received information; sorts and tracks assignments; recommends corrections to rejected transactions posted to employer accounts.
7. Receives guidance and training (and assignments of increasing difficulty) in employer account maintenance and analysis, and rules and regulations directly related to the enforcement of the Unemployment Insurance Act.
8. Utilizes CRT, microfilm cartridges and viewers, printers and other automated office equipment to research and analyze agency held employer accounts in the performance of duties.

## UNEMPLOYMENT INSURANCE REVENUE SPECIALIST (Continued)

9. 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, skills and mental development equivalent to four years of college with major coursework in accounting, business mathematics or related field.

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 elementary knowledge of the Illinois Unemployment Insurance Act.

Requires elementary knowledge of employer's rights and obligations related to unemployment insurance contributions.

Requires ability to use math in confirming calculations of amounts owed by employers.

Requires elementary knowledge of databases and hard copy information sources used within the agency.

Requires ability to communicate effectively, both orally and in writing.

Requires ability to gain and maintain effective working relationships with agency employees, employers and the public.

Requires knowledge of the operations of various office equipment (i.e. CRT, P.C., printers, microfilm equipment, etc.)

In addition to having a written and spoken knowledge of the English language, candidates 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 individuals.