

**State of Illinois
Department of Central Management Services
Bureau of Personnel
Springfield, Illinois 62706**

Supplementary Examination Announcement

EMPLOYMENT SECURITY SERVICE REPRESENTATIVE - 13667

Regular Test - No Option

Monthly Salary Range: \$3969 - \$5913

Option SS – Spanish Speaking

Option CH – Chinese Speaking

Option PO – Slavic (Polish) Speaking

All selected options may be listed on one application.

General duties: 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.

(Continued on reverse side)

EXAMINATION SCHEDULE (EXCEPT FOR STATE HOLIDAYS)

Examinations may be cancelled without further notice as needs are met.

FLEXIBLE SCHEDULE TESTING:

CHICAGO: James R. Thompson Center, 100 W. Randolph, Suite 3-300, Chicago, IL 60601:

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 1:30 p.m.

SPRINGFIELD: Capitol City Center, 130 W. Mason Street, Springfield, IL 62702:

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 2:00 p.m.

BY APPOINTMENT ONLY:

CHAMPAIGN: State Regional Office Bldg., 2125 South First St., Telephone 217/278-3435

MARION: State Regional Office Bldg., 2309 West Main Street, Suite 126, Telephone 618/993-7005

ROCKFORD: E.J. "Zeke" Giorgi Center, 200 South Wyman, Telephone 815/987-7004

ILLINOIS BELL RELAY: (voice user) 800/526-0857 (TTY user) 800/526-0844

AN EQUAL OPPORTUNITY EMPLOYER

Group A 3-3-03, Salary (RC-062-16B) 4-1-16, CH Option added 8-28-03, Counties Updated 5-25-16,
10-19-04 GR Option added, Removed CH & GR Options 4-16-10; Notice Re: Location Preference 6-14-13
Added CH option 1-24-14, updated 12/10/18

Minimum training and experience: 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; or equivalent training and experience.

Knowledges tested: Employment Security Practices; Client Relations; Reading Comprehension; Unemployment Insurance Regulations; Job Design and Counseling.

Tests and weights: Automated multiple-choice test 100%.

****NOTE: PER THE PERSONNEL RULES AN APPLICANT SHALL NOT BE PERMITTED TO RETAKE A MULTIPLE-CHOICE AND/OR PERFORMANCE EXAMINATION UNTIL 30 DAYS HAS ELAPSED.**

Length of eligibility: One year.

Option SS – Spanish Speaking: At the time of the job interview, the eligible will be required to exhibit the ability to fluently speak and understand Spanish and English. Failure to exhibit this ability will result in disqualification for this option.

Option CH – Chinese Speaking: At the time of job interview, eligible will be required to exhibit ability to fluently speak and understand Chinese and English. Failure to exhibit this ability will result in disqualification for this option.

Option PO – Slavic (Polish) Speaking: At the time of the job interview, eligible will be required to exhibit ability to fluently speak and understand Slavic (Polish) and English. Failure to exhibit this ability will result in disqualification for this option.

Counties in which positions are established: Adams(SS), Champaign, Cook (SS)(CH)(PO), DuPage (SS), Effingham, Jefferson, Kane (SS), Kankakee (SS), Lake (SS), LaSalle, Livingston, McLean, Macon, Madison, Peoria (SS), Rock Island, St. Clair (SS), Sangamon, Stephenson, Whiteside, Will (SS), Williamson, Winnebago (SS).

(SS) Indicates Spanish Speaking Option is also established in that county.

(CH) Indicates Chinese Speaking Option is also established in that county.

(PO) Indicates Slavic (Polish) Speaking Option is also established in that county.

IMPORTANT: Your county location preference(s) for this title must be recorded on your application! Even though county preference information is indicated by the applicant during testing, this information is not automatically transferred to the applicant's grade record. If there is no county preference stated on the application, the applicant's county of residence will be indicated as a location preference.

Counties listed include all counties in which positions have been established and does not represent immediate openings. This listing is based on information currently available and is subject to change.