

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE I	13621
EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE II	13622

Effective: 7-16-82

A. INTRODUCTION:

The manpower specification forms a career opportunity system to be used in the Employment Service Division of the Bureau of Employment Security. They are designed to provide the bureau with a personnel system that contributions to the achievement of employment service goals by its effective utilization to include: (1) individualized services to clients such as interviewing, testing, referral to jobs or training programs, coaching and counseling; and (2) services to employers such as restructuring of jobs, development of training contracts and provision of qualified manpower. Throughout the series an emphasis has been placed on direct client service; there exists an orientation toward end results rather than process and an awareness of the mission of the Employment Service, i.e., the increase of the employment and employability of residents of the State of Illinois.

It is the intent of this series to integrate work duties with goals and to structure jobs in a manner which will maximize the effectiveness of agency activities. As a career system, the manpower series offers bureau employees the opportunity to advance as they demonstrate the capabilities and a willingness to learn and to accept increased responsibilities. Its implementation will contribute to employee motivation and aid in recruiting qualified personnel at every level.

B. LEVEL DIFFERENTIATION:

Positions classified in the manpower series are allocated to the appropriate class level based upon: (1) the time span and complexity of direct client and/or employer services provided by the position; or (2) the extent of the position's impact on agency programs and/or services which emanates from a supervisory position. Thus, to classify we must determine a position's function and analyze its contribution to the achievement of agency goals.

If the function of a position is the provision of direct services to clients and/or employers, it should be classified as a Employment Security Representative. Those positions requiring procedural proficiency, specialized skills, and interpolative solutions to problems and which are subject to at least supervisory review would be properly classified as a Employment Security Manpower Representative II. The position which is accountable for the provisions of effective counseling services by a subordinate staff would properly be classified as a Manpower Representative III.

EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE I

POSITION CODE: 13621

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision and with emphasis upon orientation and training, performs professional duties at the beginning level; interviews and refers job ready clients to appropriate and available jobs and to training programs designed to provide job skills; performs coaching and follow-up of clients during training and employment to resolve training and employment related problems and to assure continued participation and progress; administers general and specific aptitude tests.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interviews clients to determine work and education history, and provides information on available jobs, training and/or education programs.
2. Refers clients to employers for interviews, selects appropriate job openings as listed in job order records and contacts employers to provide clients with information regarding selected jobs and job interview procedures, arranges transportation when necessary; follows-up on job orders to determine need for future referral or services.
3. Administers proficiency, aptitude and literacy tests to applicants; conducts pretest orientation to alleviate client's stress and provides information on test procedures; monitors exams; relays test results to higher level staff for interpretation.
4. In special programs, maintains contact with clients during training program to monitor progress and encourage continued attendance; may coach clients in work attitudes, habits and relationships, and dress.
5. May assist in reception duties or provide information and referral service in a job information service unit.
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 two years of college with academic background in the behavioral sciences; or requires two years of preprofessional work experience in personnel or community service programs.

Knowledges, Skills and Abilities

Requires extensive knowledge of client interview procedures, test interpretation, utilization of job bank information and techniques for referral.

Requires working knowledge of training programs and support services available to employment service clients.

Requires working knowledge of community and civic organizations in order to provide effective service.

Requires working knowledge of individual behavioral traits and cultural patterns to assist in clients' adjustment to the work environment.

Requires ability to effectively communicate with clients, training supervisors and potential employers to assist clients in achievement of vocational goals.

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.

EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE II POSITION CODE: 13622

DISTINGUISHING FEATURES OF WORK:

Under general supervision, interviews clients to determine job skills and abilities prior to referral to appropriate job openings; refers applicants to job and training openings; maintains close contact with clients during training or after job placement to assist in achievement of career goals; refers clients for proficiency or aptitude tests and interprets results; counsels clients with special vocational problems to aid them in development of suitable employability plans and refers to training programs when possible; contacts employers by telephone to develop job openings for applicants when no suitable job exists in the job files; provides services for special applicant groups, i.e., older workers, youth job corps, etc.; may assist supervisory personnel in lower level staff on-the-job training and serve as a resource in review of such training; may monitor training sites or OJT contracts; may function as liaison with other agencies, make speeches to school, community, employers and other groups.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interviews client to ascertain work history, education level, skills and abilities, and refers client to suitable job openings.
2. Develops job openings by telephone in line with the skills and abilities of the client when no job opening exists in job files.
3. Maintains contact with client after referral to jobs or training programs to determine progress and to resolve vocational problems.
4. Counsels clients to resolve vocational problems, interpret test results and provide information on available training and education programs; aids and guides clients in forming new career goals.
5. Serves as local office special program person to keep abreast of eligibility requirements and supportive services to federally funded or other special programs; advises other staff members on appropriateness of referrals, and compiles reports on program effectiveness; may visit training facilities or OJT contract sites to determine contract compliance.
6. May administer aptitude and proficiency tests, or handle reception desk on a rotational basis.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

EMPLOYMENT SECURITY MANPOWER REPRESENTATIVE II (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to four years of college with academic background in the behavioral sciences, or requires four years experience in personnel or community services with two of the years at the professional level, or 18 months of experience as a bureau representative.

Knowledges, Skills and Abilities

Requires extensive knowledge of interviewing and coaching techniques, test interpretation, training programs and support services, and job referral techniques.

Requires working knowledge of local employers and their manpower needs.

Requires working knowledge of special agency programs including educational and vocational training and client support services; their intent, procedures and objectives.

Requires working knowledge of counseling techniques and the development of vocational goals and plans.

Requires ability to effectively counsel clients in the formulation of vocational plans and goals.

Requires ability to communicate with employers and training program staff to contribute to the effective development and utilization of manpower.

Requires ability to serve as a technical and information resource to local office staff to contribute to proper client referral.

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.