

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

WAGE CLAIMS SPECIALIST

POSITION CODE: 48770

Effective: 12-1-02

DISTINGUISHING FEATURES OF WORK:

Under general supervision, gives information and assistance to employers, employees and the general public regarding wage claims under the Wage Payment and Collection Act; determines the validity of a wage claim by a claimant and either schedules or reschedules a hearing; opens or closes a case file as justified.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Gives information to employers and employees relating to wage claims filed with the Illinois Department of Labor; answers questions regarding labor laws under the Wage Payment and Collection Act.
2. Gives information to the public regarding Wage Payment and Collection Act; directs people to other state and federal offices for assistance.
3. Relays or gains further information to/from claimant or employer per instructions from superintendent, hearing officer or supervisor.
4. Assists employees of companies who come in to file a claim; explains laws and procedures for filing a claim; advises as to information required to help substantiate a claim.
5. Schedules a hearing at the claimant's request upon receiving the claimant's response to the employer's letter of response after determining if a hearing is warranted; reschedules a hearing in the event one party has a valid reason for being unable to attend.
6. Verifies payment of a claim, upon notification by the employer, with the claimant.
7. Opens a case file after determining justification, i.e., conflict over wages, bonuses, severance or vacation, or closes a case file if the claimant is either paid or drops the case.

WAGE CLAIMS SPECIALIST (Continued)

8. 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 developmental equivalent to four years of high school.

Requires two years of personnel or payroll work experience preferably or one year of wage claim experience.

Knowledges, Skills and Abilities

Requires extensive knowledge of the Wage Payment and Collection Act.

Requires extensive knowledge of English, speech, arithmetic and clerical or office practices and procedures.

Requires extensive knowledge of interviewing techniques or principles.

Require ability to speak articulately.

Require ability to record and maintain accurate case file information.

Require ability to establish and maintain satisfactory working relationships with claimants, employers 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.