



ILLINOIS

Bruce Rauner, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael M. Hoffman, Acting Director

March 31, 2017

The Honorable Bruce Rauner  
Governor  
State of Illinois  
207 State Capitol  
Springfield, Illinois 62706

Dear Governor Rauner:

The State Services Assurance Act, Public Act 95-707, passed in November 2008, requires each state agency to report to the General Assembly annually their staffing level of bilingual employees.

Please find enclosed the report of bilingual employees currently employed at the Department of Central Management Services. Establishing positions with multilingual options and incorporating multilingual skills into existing positions allow our agency to provide better services more efficiently to the public.

Should you have any questions or need any additional information, please contact Carlos R. Charneco, CMS Bureau of Personnel, Division of Statewide Services at 312/814-0922.

Sincerely,

Michael M. Hoffman  
Acting Director

Enclosure

cc: Carlos R. Charneco, Department of Central Management Services

**Employees of Central Management Services Receiving Bilingual Pay****3/6/2017**

<b>Incumbent</b>	<b>Title</b>	<b>Position Number</b>	<b>Language</b>
Lazic, Maria	Admin Assistant 1	00501-37-04-000-31-02	Spanish
Lopez, Irma	Public Service Adm	37015-37-04-000-10-01	Spanish
Magana, Mayra	Human Resources Spec	19693-37-22-200-01-02	Spanish
Mireles, Fabiola	Human Resources Asst	19690-37-21-500-01-02	Spanish
Oropeza, Estela	Admin Assistant 1	00501-37-04-000-31-02	Spanish
Ponce, Marina	Office Associate	30015-37-04-000-01-01	Spanish

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
					00501-37-04-000-03-01				
New/Revised Position Administrative Assistant I			29	SS	00501-37-04-000-31-02				
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM ALTH	8. ALDIT	9. OFFICE USE
Existing Position									
New/Revised Position Central Management Services		Business Enterprise Program			0	016	Y		
10. SECTION		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE	
Existing Position								11/01/12	
New/Revised Position									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position				Y					
New/Revised Position 2.Chicago Cook County		RC028		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction of the Certification Section Manager of the Business Enterprise Program; performs analysis functions of vendor application files and documents to conduct review of history, organizational structure and financial, legal and administrative operations; analyzes vendor reciprocity files to determine requirements are met. Assists the Certification Section Manager with organizing goals and objectives for the program and in conducting research studies of the organizational and administrative procedures. Performs a variety of staff functions and assists the Division Manager with various administrative and/or technical correspondence, special projects and reports. Communicates in Spanish to those individuals who do not read or speak English. Attends meetings, conferences, workshops and other activities; prepares mailings and maintains database. Conducts site visit interviews throughout the State at various off-site locations in performance of these duties to determine program eligibility requirements for certification.</p>								
25%	<p>1. Analyzes vendor application files, including full certification, No Change Affidavits and relevant documents including tax statements, balance sheets, federal income tax returns, loan agreements, proof of ownership and sources of funds used to invest in the business; conducts review of history, organizational structure and financial, legal and administrative operations in determining if applicant meets Business Enterprise Program (BEP) requirements for certification; makes recommendation regarding certification to the Certification Section Manager. Conducts site visit interviews throughout the State at various off-site locations in performance of these duties to determine program eligibility requirements for certification.</p>								
20%	<p>2. Analyzes vendor reciprocity files, including such documents as federal tax returns to conduct a review of history, organizational structure, financial, legal and administrative operations to determine if applicant's entity meets BEP requirements for reciprocity.</p>								
20%	<p>3. Assists the Certification Section Manager with organizing goals and objectives for the program and in conducting research studies of the organizational and administrative procedures; assists the Certification Section Manager in developing and coordinating general and targeted outreach/public relations campaigns; works with the Certification Section Manager and public affairs in coordinating advertising placement. Participates in the analysis of existing program support functions including budget, certification, legislation, computerized operations, outreach, public affairs, and vendor relations.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>[Signature]</i> 5		<i>[Signature]</i>			<i>Malcolm Weems</i>			11/5/12	

**RECEIVED**

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	4. Performs a variety of staff functions and assists the Division Manager with responding to certification appeals, various administrative and/or technical correspondence, special projects and reports; researches vendor status on system in response to walk-ins and telephone calls; prepares certification application requests from vendors; monitors distribution reports; assists the Certification Section Manager in training support staff and interns; maintains general and confidential files of BEP, including personnel and timekeeping records; originates and compiles weekly itineraries for staff; oversees machine maintenance and coordinates service contracts on office equipment/machines; coordinates purchase of office supplies and distribution.	
10%	5. Translates functions/procedures into Spanish for individuals who cannot speak or read English, in contacts with the general public, advocacy groups, customers and community organization.	
05%	6. Travels to, and attends meetings, conferences, workshops and other activities regarding Strategic Planning, budget and legislation; attends outreach programs as a representative of BEP; assists the Certification Section Manager by preparing mailings, maintaining database for the Council, and in the production of workshops, reserving meeting space for scheduled activities and coordinating travel itinerary for the Certification Section Manager and other staff members.	
05%	7. Performs other duties as required or assigned, which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Public Service Administrator 37015-37-04-000-30-01		
WORKING TITLE (IF ANY)		
Manager, Certification Section		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
n/a		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with courses in public or business administration. Requires one year of professional experience in a public or private organization, or completion of an agency approved professional management training program. Requires an appropriate, valid driver's license and the ability to travel. Requires the ability to read, speak and write Spanish at a colloquial level.		



ILLINOIS DEPARTMENT OF  
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position									
New/Revised Position		Outreach Manager, BEP	29	1	37015-37-04-000-10-01				
Public Service Administrator									
3. AGENCY		4. BUREAU/ DIVISION			6. EXEM CODE	8. WORK COUNTY	7. AA AUTH	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Business Enterprise Program			0	016	N	R	
Central Management Services					12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							04/09/10		
New/Revised Position					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC028 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
10. SECTION		11. UNIT							
Existing Position									
New/Revised Position									
Outreach									
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position		RC063		Y					
Cook County									

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Under administrative direction, serves as Outreach Manager for the Business Enterprise Program (BEP); directs and implements policies and procedures for all aspects of Outreach for the BEP to accomplish the agency's mission to promote the economic development of businesses owed by minorities, females, and persons with disabilities. Monitors outreach efforts to ensure BEP program targets are met and to promote a diverse business population. Represents the Business Enterprise Program at major conferences and organizational functions. Plans, develops and implements a comprehensive training program for Business Enterprise Program Outreach. Supervises staff. Defines spend categories and develops monthly spending plans for BEP Outreach budget planning. Communicates in Spanish to those individuals who do not speak, read or write English.
20%	1. Plans, directs and implements policies and procedures for all aspects of Outreach for the Business Enterprise Program to accomplish the agency's mission to promote the economic development of businesses owed by minorities, females, and persons with disabilities. Coordinates procurement policies and procedures with the Small Business Set-Aside Program to provide access to procurement opportunities to diverse small businesses. Develops and implements outreach strategy to internal and external stakeholders, i.e., other state agencies, governor's office, legislators and business community.
20%	2. Monitors outreach efforts to ensure BEP program targets are met and to promote a diverse business population; develops and implements outreach tracking systems for the BEP program that provide program information concerning goals, commitments, waivers, spending and audit checklists; confers with the Compliance and Monitoring Manager to document measurable outcomes that monitor the program target goals set by BEP standards. Reviews, analyzes and compiles information received from Outreach Coordinators regarding business community demographic profiles and locations to target potential vendors, and develops reports for management. Develops surveys and distributes to internal and external customers, or contacts customers by phone, to inquire about the quality and usefulness of the BEP program to use for continuous quality improvement; compiles completed survey information received from Outreach Coordinators, develops reports and makes recommendations to management for BEP quality improvement. Conducts assessment evaluation of outreach efforts and develops and submits reports to management.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
			4/9/10
		<i>by Katar Parra</i>	

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	3. Represents the Business Enterprise Program at major conferences and organizational functions; presents BEP initiatives and promotes and encourages eligible businesses to contract with the State of Illinois. Performs complete public speaking assignments at major conferences and organizational functions in the absence of Outreach Coordinator(s). Establishes and maintains active and continuing public relations with representatives of Chambers of Commerce, Civic Organizations, Agencies, Procurement Technical Assistance Centers, Legislators, businesses, etc. to promote the Business Enterprise Program, and to encourage growth and expansion of the BEP Program. Responds to requests for BEP information from such organizations via written correspondence, telephone or e-mail.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Senior Public Service Administrator 40070-37-04-000-00-01	WORKING TITLE (IF ANY)
	Deputy Director, Business Enterprise Program

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR  LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbents or Funded Vacancies
Executive I	13851-37-04-000-11-01	1
Executive I	13851-37-04-000-11-02	1

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Requires knowledge, skill and mental development equivalent to completion of four years of college in business or public administration. Requires three years of progressively responsible administrative experience in a public or business organization. Requires extensive knowledge of public and business administration principles and practices. Requires extensive knowledge of agency programs and service objectives, activities and operational systems. Requires extensive knowledge of staff utilization and employee motivation. Requires the ability to develop and manage a supportive agency program. Requires the ability to analyze administrative problems and adopt an effective course of action. Requires the ability to develop, implement and evaluate new and revised methods, procedures and performance standards. Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures. Requires ability to estimate and budget for future needs. Requires ability to develop and maintain cooperative working relationships. Requires ability to perform research and compile statistical information, and to develop and maintain comprehensive reports. Requires working knowledge of PC applications such as word processing, spreadsheet and database applications; requires the ability to develop databases and spreadsheets to monitor, track and develop reports for various aspects of the Program. Requires the ability to develop a comprehensive training program; requires the ability to train subordinates. Requires the ability to develop surveys. Requires ability to speak, read and write Spanish at a colloquial skill level.

## POSITION DESCRIPTION

POSITION TITLE	POSITION NUMBER
Public Service Administrator	37015-37-04-000-10-01
<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)</b>	
10%	4. Plans, develops and implements a comprehensive training program for Business Enterprise Program Outreach; develops training materials and lessons plans and conducts training sessions for Outreach Coordinators on how to present information to potential BEP firms to encourage and promote BEP participation. Develops PowerPoint presentations, workshop registration forms for attendance recording, and develops and prepares training aids, brochures and informational handouts designed to promote BEP participation.
10%	5. Serves as working supervisor; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations.
05%	6. Defines spend categories and develops monthly spending plans for BEP Outreach budget planning; compiles statistical data and develops baseline reports of Outreach progress; performs estimates and budgeting for future needs and costs of Outreach Programs; confers with the Deputy Director to analyze and determine Outreach budgetary requirements and strategic targets for prioritization and cost saving initiatives; develops informational presentations to communicate progress for BEP outreach efforts to management.
05%	7. Conducts research, participates in special projects, and performs assignments, independently or in cooperation with other Central Management Services bureaus, related to the Business Enterprise Program.
05%	8. Continues education by attending meetings, seminars, conferences, and workshops to increase familiarity with and maintain current on potential vendors, techniques and procedures related to BEP activities and operations.
05%	9. Translates functions/procedures into Spanish for individuals who cannot speak, read or write English, in contact with the general public, advocacy groups, customers and community organization.
05%	10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE EPTICH CODE	2. POSITION NUMBER 19693-37-28-000-01-02			
New/Revised Position Human Resources Specialist				29	SS	19693-37-22-200-01-02			
3. AGENCY Existing Position		4. BUREAU/ DIVISION Personnel/Diversity Enrichment Program			5. EXMT CODE	6. WORK COUNTY	7. AN AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position Central Management Services		Personnel/Statewide Services			0	016	N	R	
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE			13. EFFECTIVE DATE 05/01/11 7-1-11	
New/Revised Position Diversity Enrichment Program					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position Cook County		15. BARGAINING/TERM CODE RC062			Rutan Exempt				
New/Revised Position Chicago					N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction of the Manager, Diversity Enrichment Program (DEP), serves in a journey level professional Capacity performing complex specialized human resources administration duties; provides journey level advice on professional employment and Career development counseling to DEP management, the general public and State employees at DEP Job Forums; prepares documentation of activities in accordance With the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; consults With and serves as liaison between DEP and the CMS Bureau of Personnel In the interpretation and adherence to the Personnel Code, Personnel Rules, and collective bargaining agreements; analyzes, interprets, evaluates and determines information associated with the CMS Classification Plan, Pay Plan and applicant assessment processes to provide effective skills match and career counseling services and consultation to agency management, management of other State agencies and Job Forum attendees; maintains information on career counseling activities on the CMS Job Applicant Counseling and Career Development System. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.</p>								
25%	<p>1. Provides journey level advice to agency management, staff of all agencies and the general public on human resources information related to the Diversity Enrichment Program; utilizing the CMS Classification Plan, Pay Plan, and applicant assessment processes, provides effective skills match and career counseling services at DEP Job Forums; ensures advice given adheres to the Classification Plan, the Personnel Code, Personnel Rules and collective bargaining contracts; consults with the CMS Division of Examining and Counseling, Upward Mobility Program and Tuition Reimbursement Programs to obtain current and revised information on client services to maintain accurate information to be conveyed to Job Forum attendees.</p>								
25%	<p>2. Conducts Job Forums statewide in communities and neighborhoods consisting of substantial protected class populations; provides skills match and career counseling services to Forum attendees comparing qualifications and career goals with the structure of the Classification Plan and applicant selection process to recommend target titles best suited to the attendees; works in consultation with minority advocacy groups to foster participation and support of the forums; disseminates information on position availability, job posting information, class specifications and other information materials to the general public; maintains career counseling activities on the CMS Job Applicant Counseling and Career Development System; provides follow up services to Forum attendees.</p>								
DIRECTOR OF CMS SIGNATURE 		IMMEDIATE SUPERVISOR SIGNATURE 			AGENCY HEAD SIGNATURE 			DATE 5/18/11	



<b>16. (CONTINUED)</b>		
<b>% OF TIME</b>	<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)</b>	
15%	3. Prepares documentation of activities in accordance with the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; analyzes, interprets, evaluates and determines via various research methodologies involving the CMS Classification Plan, Pay Plan, career development and applicant assessment processes to develop skills match and career counseling guidelines and service packages to be utilized at Program Job Forums; conducts individual and group meetings with agencies to facilitate efforts.	
10%	4. Utilizing data provided by the Department of Human Rights, meets with representatives from various state agencies to determine areas of underutilization and assists DEP Manager in the development and implementation of recruitment strategies for various occupational areas.	
10%	5. Serves as liaison for the implementation of Job Forums with communities, organizations and other State agencies' recruitment staff who participate in Job Forums; counsels staff from other agencies on skills match and career counseling guidelines; assists in the coordination and implementation of Job Forums by developing press releases and other methods of informational conveyance educating the public In the targeted areas of the upcoming forums, works in consultation with minority advocacy groups to foster participation and support of the forums.	
10%	6. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Senior Public Service Administrator     40070-37-22-200-00-01		<b>WORKING TITLE (IF ANY)</b>
		Manager, Diversity Enrichment Program
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR    OR <input type="checkbox"/> LEAD WORKER		
<b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b>		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years of college and two years of professional human resources experience. Requires the ability to work with the public. Requires extensive knowledge of the Personnel Code, Personnel Rules, Position Classification Plan, Pay Plan collective bargaining agreements and policies and procedures of the Diversity Enrichment Program. Requires the ability to make oral presentations to groups and individuals. Requires a valid Illinois driver's license and ability to travel. Requires the ability to speak and write Spanish at a colloquial skill level.		

DEPARTMENT OF CENTRAL MANAGEMENT SERVICE

- - - POSITION ACTION NOTICE - - -

REPORT #: DPP03

RUN DATE: 11/17/11

PROGRAM #: IMP060

FROM

TO

POSITION #: 19690-37-21-510-01-02

POSITION #: 19690-37-21-500-01-02

TITLE NAME: HUMAN RESOURCES ASST

TITLE NAME: HUMAN RESOURCES ASST

DEPARTMENT: CENTRAL MANAGEMENT SVCS

DEPARTMENT: CENTRAL MANAGEMENT SVCS

DIVISION : BOP/EXAMINING & COUNSELN

DIVISION : BOP/EXAMINING & COUNSELN

\* \* \* \* \*

A/I CONTRL: 002

WRK COUNTY: 016-COOK

EXMPT CODE: 0

TRANS CODE: MCO24

AUDIT CODE: RECORD

EFFEC DATE: 11-01-11

BARG CODE : RC014

POS OPTION: S2

RUTAN EXEMPT: N

BILING PAY: 29

TERM ID :

ALT FORM : N

\* \* \* \* \*

REMARKS :



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position Human Resources Assistant				29	S2	19690-37-21-510-01-02			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH.	8. AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position Central Management Services		Personnel/Examining and Counseling			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							04/01/09		
New/Revised Position Chicago Assessment Center							<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE			Return Exempt				
Existing Position									
New/Revised Position Chicago		RC014			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs specialized clerical personnel duties for the Chicago Assessment Center; serves as receptionist for the Center; translates orally and in writing, functions/procedures into Spanish for individuals who cannot speak or read English; answers the telephone and greets visitors providing information in person and via telephone to interested parties regarding examinations/testing and counseling procedures; explains how to use and read information on the eRecruiting online system; receives and reviews employment applications and performs pre-qualifications to determine training and experience for coding purposes; performs verification of veteran documents to establish and determine code and points; schedules counseling appointments; types and mails responses and other appropriate documentation to applicants whose applications are being returned for inability to process due to lack of required information.</p>								
35%	1. Serves as a receptionist for the Chicago Assessment Center; answers the telephone and greets visitors providing information in person and via telephone to interested parties regarding examinations/testing and counseling procedures; advises on correct forms to be completed for the examination process; gives testing information (test dates, times, locations, etc.) and explains how to use and read information listed on the eRecruiting online system and how to check for job postings; uses PEERS, Access and other mainframe systems to access Examining and Counseling information to independently respond to both written and telephone inquiries.								
25%	2. Receives and reviews employment applications to ensure application is completed correctly. Pre-qualifies applicants for testing by reviewing application, preparing pre-qual form and referencing qual-check book prior to entering testing room. Confers with Springfield TRAEX staff to ensure accuracy of qualifications check.								
10%	3. Translates procedures/functions into Spanish for individuals who cannot speak or read English.								
DIRECTOR OF CMS SIGNATURE		CENTRAL MGMT SERVICES BUREAU OF PERSONNEL			IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE
					APR 06 2009				4/6/09

4<sup>th</sup> 09 TECHNICAL SERVICES

37  
Jammy Hong

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Performs verification of veteran documents by reviewing DD214's, NGB22, or other required documentation to establish and determine code and points; checks veteran documentation against Veteran's Outreach database to ensure that documentation is not falsified. Documents veteran codes on application and explains preference outcome to veteran applicants.
10%	5. Schedules counseling appointments on the electronic calendar; maintains a supply of examination announcements, applications and test guides for self-service to the public.
05%	6. Opens and sorts mail received for staff. Reviews, sorts and date-stamps applications. Types and mails responses and other appropriate documentation to applicants whose applications are being returned for inability to process due to lack of required information (i.e., signature, options, levels, incorrect application submitted, etc.).
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Public Service Administrator 37015-37-21-510-01-01	WORKING TITLE (IF ANY) Manager, Chicago Assessment Center
--	--

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR  LEAD WORKER

**NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.**

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Requires knowledge skill and mental development equivalent to completion of high school and two years related clerical experience such as would be acquired at the Office Assistant level, or satisfactory completion of an approved training program. Requires ability to speak and write Spanish at a colloquial skill level. Requires the ability to understand and follow oral and written instructions. Requires ability to operate commonly used manual and automated office equipment, systems and software and perform routine maintenance. Requires the ability to type accurately at 30 words per minute. The ability to investigate and resolve conflicting information, balance workflow and keep track of time sensitive materials, and establish and maintain working relationships is preferred.



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
New/Revised Position Office Associate				SO	352	30015-37-04-000-01-01					
3. AGENCY Existing Position		4. BUREAU/ DIVISION				6. EXEMPT CODE	8. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE	
New/Revised Position Central Management Services		Business Enterprise Program				0	016	N	R		
10. SECTION Existing Position		11. UNIT				12. TRANSACTION CODE			13. EFFECTIVE DATE		
New/Revised Position									12/01/10 1-1-12		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE			Rule Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
New/Revised Position Chicago		RC014			N						
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
		<p>Under direction, serves as a receptionist; answers multi-line phone system; greets personnel, vendors and general public; responds to inquiries of nontechnical nature; performs a wide variety of complex, specialized office support functions for the Bureau. Types complex charts, statistical reports, documents, forms memoranda and letters. Receives and reviews certification application forms for accuracy and attachments; drafts letters when information is needed and approves when complete. Reads, sorts and delivers incoming mail; distributes documents to appropriate staff; prepares special mailings timely; organizes and maintains filing system. Speaks and/or translates functions and procedures in Spanish for individuals who cannot read or speak English. Maintains and controls filing system to ensure ready access of files or records. Operates and maintains upkeep of common office equipment.</p>									
35%		<p>1. Serves as a receptionist for the Bureau; answers a multi-line phone system, exercising discretion and judgment in referring sensitive issues, complex technical matters and policy concerns to the appropriate staff. Greets personnel, vendors and the general public. Responds to inquiries of nontechnical nature regarding various forms utilized by the Bureau; applies program policies, eligibility rules and regulations to program operations. Utilizes mainframe computer as an information source to research and gather facts regarding routine questions; interprets information and provides responses to inquiries. Assists in maintaining database files.</p>									
20%		<p>2. Provides a variety of complex, specialized office support functions for the Bureau. Utilizes personal computer and various software applications to type complex charts, statistical reports; prepares spreadsheets to maintain records, database maintenance, documents, forms, memoranda and letters as requested by the Deputy Director and/or Unit Managers which may be technical or confidential in nature. Proofreads for clarity, punctuation, grammar and typographical errors.</p>									
15%		<p>3. Receives and reviews certification application forms to ensure they are completed accurately and needed information is attached. Drafts letters to participants when an error is found and addresses how to correct the problem; approves and initials completed correct forms.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE		
									2/10/12		

RECEIVED  
FEB 14 2012  
Bv

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Reads, sorts and delivers incoming mail; assists with the mailing of special booklets, forms, letters and reports in a timely manner; distributes internal documents to Bureau staff; organizes and maintains filing systems; operates general office equipment; monitors reception area supplies to ensure availability of forms, brochures, handbooks, etc; orders needed supplies to replenish stock.
05%	5. Maintains and controls filing system within the Bureau to ensure ready access of files or records.
05%	6. Speaks and translates functions and procedures into Spanish for individuals who cannot read or speak English.
05%	7. Operates and maintains upkeep of common office equipment such as a personal computer, date stamp machine, adding machine, copy machine and multi-line telephone system.
05%	8. Performs other duties as required or assigned, which are reasonably within the scope of those enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Senior Public Service Administrator      40070-37-04-000-00-01	WORKING TITLE (IF ANY)
	Deputy Director, BEP

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR    OR     LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs. Requires extensive knowledge of composition, grammar, spelling and punctuation. Requires elementary knowledge of agency programs, rules and regulations. Requires ability to follow oral or written instructions. Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance. Requires the ability to write and speak Spanish at a colloquial skill level.