

# **State Services Assurance Act Annual Report**

**April 1, 2024**

Annual Report on the staffing level of bilingual on-board frontline employees within the Illinois Department of Central Management Services.

In accordance with 5 ILCS 382/3-1 *et seq.*, the Illinois Department of Central Management Services submits the following report to the Illinois General Assembly on or before April 1, 2024.

Raven A. DeVaughn  
Director



### **Executive Summary**

The State Services Assurance Act recognizes that State government delivers many services to all Illinois residents. The Act notes that State services are used by many Illinois residents who do not speak the English language fluently. As such, the Act recognizes a need for bilingual State employees and “ensures the hiring and retention of additional bilingual frontline staff in State agencies where public services are most used.”

The Act requires that on or before April 1 of each year, “each executive branch agency, board, and commission shall prepare and submit a report to the General Assembly on the staffing level of bilingual employees. The report shall provide data from the previous month, including but not limited to each employee’s name, job title, job description, and languages spoken.”

As of March 1, 2024, the Illinois Department of Central Management Services (CMS) had five bilingual onboard frontline staff. The five staff members speak Spanish. Three staff members are employed as Human Resources Representatives, one staff member is a Human Resources Specialist, and one staff member is a Public Service Administrator.



March 11, 2024

To the Honorable Members of the General Assembly:

Subject: State Services Assurance Act

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Department of Central Management Services' (CMS) Annual Report. As required by law, the Annual Report contains the staffing level from the previous month of frontline State employees in certain bargaining units represented by the American Federation of State, County, and Municipal Employees (AFSCME), including but not limited to each employee's name, job title, job description, and languages spoken.

CMS strives to ensure that all Illinois residents can fully access State of Illinois services, many of which are vital for health, welfare, safety, and quality of life. Bilingual employees are essential to ensure a fully representative, responsive, and effective State government.

Sincerely,

Raven A. DeVaughn  
Director



**State Services Assurance Act: Annual Report**

The [State Services Assurance Act](#)<sup>1</sup> requires each executive branch agency to submit a report to the Illinois General Assembly on or before April 1<sup>st</sup> every year on the staffing level of bilingual on-board frontline staff in the RC-6, RC-9, RC-10, RC-14, RC-28, RC- 42, RC-62, RC-63, and CU500 bargaining units in titles represented by AFSCME as of June 1, 2007.<sup>2</sup> “On-board frontline staff” means frontline staff in paid status.<sup>3</sup>

The State Services Assurance Act Annual Report must contain each employee’s name, job title, job description, and languages spoken as of the previous month.<sup>4</sup>

The chart below identifies bilingual on-board frontline staff employed by the Department of Central Management Services as of March 1, 2024, by name, job title, and languages spoken.

| Central Management Services                              |                                |                       |                 |                  |                 |
|--|--------------------------------|-----------------------|-----------------|------------------|-----------------|
| Bilingual On-Board Frontline Staff (as of March 1, 2024) |                                |                       |                 |                  |                 |
| Employee Name  | Job Title                      | Position Number       | Bargaining Unit | Languages Spoken | Job Description |
| Aceves, Israel   | Human Resources Representative | 19692-37-21-100-31-02 | RC-62           | Spanish          | Appendix A      |
| Magaña, Mayra  | Human Resources Specialist     | 19693-37-00-010-02-01 | RC-62           | Spanish          | Appendix B      |
| Mireles, Fabiola   | Human Resources Representative | 19692-37-21-500-11-01 | RC-62           | Spanish          | Appendix C      |
| Reyes Jr, Eugene   | Human Resources Representative | 19692-37-21-500-11-01 | RC-62           | Spanish          | Appendix C      |
| Morales, Araceli   | Public Service Administrator   | 37015-37-00-010-01-01 | RC-63           | Spanish          | Appendix D      |

<sup>1</sup> [State Services Assurance Act](#), 5 ILCS 382/3-1 *et seq.*

<sup>2</sup> *Id.*, at §§3-5, 3-10.

<sup>3</sup> *Id.*, at §3-5.

<sup>4</sup> *Id.*

| 1. POSITION TITLE              |  | WORKING TITLE (IF ANY)  | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER  |             |                    |               |
|--------------------------------|--|---|----------------|----------------------------|---|-------------|--------------------|---------------|
| EXISTING POSITION              |  |   |                |                            | 19692-37-21-100-31-02   |             |                    |               |
| NEW/REVISED POSITION           |  |   |                |                            | 19692-37-24-400-31-02   |             |                    |               |
| Human Resources Representative |  |   | 29             | SS                         |   |             |                    |               |
| 3. AGENCY                      |  | 4. BUREAU/DIVISION  |                | 5. EXMT CODE               | 6. WORK COUNTY  | 7. A/I AUTH | 8. AUDIT           | 9. OFFICE USE |
| EXISTING POSITION              |  | Personnel/Examining & Counseling  |                |                            |   |             |                    |               |
| NEW/REVISED POSITION           |  | Bureau of Personnel/Recruitment & Retention                                 |                | 0                          | 010   | 1           | R                  |               |
| Central Management Services    |  |   |                |                            |   |             |                    |               |
| 10. SECTION                    |  | 11. UNIT  |                |                            | 12. TRANSACTION CODE  |             | 13. EFFECTIVE DATE |               |
| EXISTING POSITION              |  |   |                |                            | <input type="checkbox"/> MA021 ESTABLISH<br><input type="checkbox"/> MA022 EXEMPT CODE CHANGE                         |             | 6/30/2023          |               |
| NEW/REVISED POSITION           |  | Champaign Recruitment Center  |                |                            | <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE<br><input checked="" type="checkbox"/> MC026 CLARIFY |             |                    |               |
| Assessment Center              |  |   |                |                            | <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE<br><input type="checkbox"/> MC028 WORK COUNTY CHANGE       |             |                    |               |
| NEW/REVISED POSITION           |  | Champaign Recruitment Center  |                |                            | <input type="checkbox"/> MD021 ABOLISH<br><input type="checkbox"/> MC149 DOWNWARD REALLOCATION                        |             |                    |               |
| Recruitment South              |  |   |                |                            | <input type="checkbox"/> MC150 LATERAL REALLOCATION<br><input type="checkbox"/> MC158 UPWARD REALLOCATION             |             |                    |               |
| 14. WORK LOCATION              |  | 15. BARGAINING/TERM CODE  |                | RUTAN EXEMPT               |   |             |                    |               |
| EXISTING POSITION              |  |   |                |                            |   |             |                    |               |
| NEW/REVISED POSITION           |  | RC062   |                | N                          |   |             |                    |               |
| Champaign County               |  |   |                |                            |   |             |                    |               |
| % OF TIME                      |  | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS |                |                            |   |             |                    |               |
| 35%                            | 1. Under direction, serves as a Recruitment Center representative and personnel generalist in the Champaign Recruitment Center. <ul style="list-style-type: none"> <li>Analyzes and reviews applicant’s interests, education, work experience, geographic preference, and salary requirements against various job titles.</li> <li>Advises applicants in the selection of job titles that match their interests, education, work experience, geographic preference, and salary requirements using various methods including, but not limited to, via phone, email, in-person and/or virtually.</li> <li>Explains qualifications and requirements of recommended job titles and specific examinations to the applicant.</li> <li>Answers general questions about the application process.</li> <li>Documents counseling session in the Personnel Electronic Job Application Counseling (PEJAC) database.</li> <li>Translates functions/procedures into Spanish for individuals who cannot speak or read English.</li> </ul> |   |                |                            |   |             |                    |               |
| 30%                            | 2. Participates in various recruitment activities such as Veteran’s Outreach workshops, Minority Outreach workshops, Community job fairs, University and College recruitments using various methods and technology including, but not limited to via phone, chat, email, in-person and/or virtually. <ul style="list-style-type: none"> <li>Leads and assists with in-person and virtual presentations to interested groups.</li> <li>Contacts and updates contact list including, but not limited to veteran’s groups, minority groups, community groups as well as colleges and universities.</li> <li>Registers for and attends in-person and virtual events.</li> </ul>  |   |                |                            |   |             |                    |               |

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  |
|-----------|--|
|           | <ul style="list-style-type: none"> <li>Utilizes various technology and platforms to participate in recruitment events.</li> </ul>  |
| 20%       | <p>3. Administers open competitive examinations on the WinCats system for the Central counties of the State.</p> <ul style="list-style-type: none"> <li>Directs staff engaged in administering examinations and providing testing information.</li> <li>Conducts inventory of testing equipment and materials to ensure most current forms are used and stock is adequate.</li> <li>Ensures that applicants have not taken the same test within a 30-day period.</li> <li>Checks photo identification of applicants prior to testing.</li> <li>Schedules and records appointments for testing and counseling.</li> <li>Scans and uploads test materials to Docuware or a successor document management software system.</li> <li>Scans and emails test results to Hiring Team.</li> <li>Enters test results into the Personnel Examination and Eligibility Records System (PEERS) or a successor system.</li> <li>Responds to written correspondence regarding applicant qualifications and examination requirements.</li> </ul> |
| 10%       | <p>4. Serves as a liaison with both downstate and local officials.</p> <ul style="list-style-type: none"> <li>Provides interpretation of the Personnel Code, Rules, and Pay Plan and of the Department of Central Management Services procedures.</li> </ul>   |
| 5%        | <p>5. Performs other duties as assigned or required which are reasonably within the scope of the duties enumerated above.</p>  |

17. POSITION TITLE AND NUMBER 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.)

|  | WORKING TITLE (IF ANY)           |
|--|----------------------------------|
| Human Resources Specialist 19693-37-24-400-01-01 | Recruitment South Program Expert |

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

Supervisor     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.

Minimum Qualifications

- Requires knowledge, skill, and mental development equivalent to four years of college.
- Requires one (1) year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
- Requires ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

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.

1. Prefers working knowledge of the Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, departmental policies, and procedures.
2. Prefers one (1) year of professional experience using computer systems, software, templates, or other guides.
3. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.
4. Prefers working knowledge of Illinois State government.

20. CONDITIONS OF EMPLOYMENT

1. This position requires the applicant to pass a background check.
2. Overtime is a condition of employment, and you may be requested or required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.

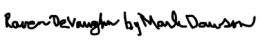

*The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.*

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

The Human Resources Representative position with the CMS Champaign Recruitment Center serves as the point of contact for members of the public and current state employees to acquire information and begin the process of gaining employment or advancing current employment with the State of Illinois. This position is bilingual, and the incumbent will translate functions/procedures into Spanish for individuals who cannot speak or read English. The ideal candidate will be responsible for educating potential applicants on what programs are available to them, what services they might qualify for, and the explanation and facilitation of the overall state employment process. The ideal candidate will be able to support the multitude of functions and services provided by the Champaign Recruitment Center to current state employees and members of the public, and will provide excellent customer service, be detail-oriented, organized, and possess the ability to communicate to persons at all levels of the organization. Employees at CMS recruitment centers are uniquely postured to assist the public in gaining employment with the State of Illinois. We welcome interested candidates who can help us operate this facility.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

Central Management Services (CMS) is the operational engine working behind the scenes to enable the State's more than 60 agencies, universities, boards, and commissions to deliver efficient, reliable service to all Illinois citizens. The Agency's mission is to support the State by delivering innovative, responsive, and effective services that provide the best value for Illinois State government and the people it serves. Among the services CMS provides are human resources facilitation; benefits programs for employees, retirees, and local governments; property and facilities management; diversity initiatives for public contracting and State employment; joint purchasing support; vehicle oversight and support; surplus property programs; print and electronic communications services; and administrative hearings coordination.

| DIRECTOR OF CMS SIGNATURE  | IMMEDIATE SUPERVISOR SIGNATURE | AGENCY HEAD SIGNATURE  | DATE      |
|--|--------------------------------|--|-----------|
|  9/11/2023 |                                |  | 8/30/2023 |

# CMS 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         |   |                              |                                |                            | 19693-37-22-200-01-02  |                       |            |                    |               |
| New/Revised Position      |   |                              | 29                             | SS                         | 19693-37-00-010-02-01  |                       |            |                    |               |
| 3. AGENCY                 |   | 4. BUREAU/ DIVISION          |                                |                            | 5. EXMT CODE   | 6. WORK COUNTY        | 7. AA AUTH | 8. AUDIT           | 9. OFFICE USE |
| Existing Position         |   | Personnel/Statewide Services |                                |                            |  |                       |            |                    |               |
| New/Revised Position      |   | Director's Office            |                                |                            | 0  | 016                   | N          | R                  |               |
| 10. SECTION               |   | 11. UNIT                     |                                |                            | 12. TRANSACTION CODE   |                       |            | 13. EFFECTIVE DATE |               |
| Existing Position         |   |                              |                                |                            |  |                       |            | 06/16/17           |               |
| New/Revised Position      |   | Diversity Enrichment Program |                                |                            | <input type="checkbox"/> MA021 ESTABLISH<br><input type="checkbox"/> MA022 EXEMPT CODE CHANGE<br><input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE<br><input checked="" type="checkbox"/> MC026 CLARIFY<br><input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE<br><input type="checkbox"/> MC028 WORK COUNTY CHANGE<br><input type="checkbox"/> MD021 ABOLISH<br><input type="checkbox"/> MC149 DOWNWARD REALLOCATION<br><input type="checkbox"/> MC150 LATERAL REALLOCATION<br><input type="checkbox"/> MC158 UPWARD REALLOCATION |                       |            |                    |               |
| 14. WORK LOCATION         |   | 15. BARGAINING/TERM CODE     |                                | Rutan Exempt               |  |                       |            |                    |               |
| Existing Position         |   |                              |                                |                            |  |                       |            |                    |               |
| Chicago                   |   |                              |                                |                            |  |                       |            |                    |               |
| New/Revised Position      |   | RC062                        |                                | N                          |  |                       |            |                    |               |
| Cook                      |   |                              |                                |                            |  |                       |            |                    |               |
| % 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          |
| <i>[Signature]</i> 22     |   |                              | <i>[Signature]</i>             |                            |  | <i>[Signature]</i> AA |            |                    | 6/20/17       |

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16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)   |
|-----------|---|
| 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      40070-37-00-010-00-01 | <p>WORKING TITLE (IF ANY)</p> <p>Manager, Diversity Enrichment Program</p> |
|--|--|

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 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.

| % OF TIME  | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS   |
|--|---|
| 15%  | <p>3. Utilizing the State of Illinois web-based electronic hiring system, provides posting and application information for current vacancies within agencies and departments under the jurisdiction of the Governor of the State of Illinois using various methods of communication including, but not limited to via phone, email, in-person and/or virtually.</p> <ul style="list-style-type: none"> <li>• Answers questions for state employees and the public in completing the application process utilizing the web-based system.</li> <li>• Provides guidance to applicants with maneuvering through the web site and various steps in reviewing job postings, setting up job alerts, and completing applications.</li> <li>• Explains applicable rules, policies, or methods regarding the web-based system to agencies, departments, state employees, and the public.</li> <li>• Answers general inquiries regarding the examination process.</li> <li>• Provides testing information (test dates, times, locations, etc.) to interested individuals.</li> </ul> |
| 10%  | <p>4. Performs Pre-testing Qualifications check of specific titles by utilizing qual-check manual and class specifications.</p> <ul style="list-style-type: none"> <li>• Confers with Springfield Traex staff to ensure accuracy of qualifications check.</li> </ul>  |
| 10%  | <p>5. Translates functions/procedures into Spanish for individuals who cannot speak or read English.</p>  |
| 5%   | <p>6. Performs verification of veteran documents by reviewing DD214's, NGB22, or other required documentation.</p> <ul style="list-style-type: none"> <li>• Checks veteran's documentation against the Veteran's Outreach database to ensure that documentation is not falsified and to check the accuracy of the information and documentation received.</li> <li>• Documents veteran codes on application and explains preference outcome (if any) to veteran applicants.</li> </ul>  |
| 5%   | <p>7. Serves as a backup to perform test room duties relative to the administering of civil service examinations on the WinCATs (automated testing) system.</p> <ul style="list-style-type: none"> <li>• Administers accommodated testing to persons with disabilities.</li> <li>• Scans and uploads test materials to Docuware or a successor document management software system.</li> <li>• Scans and emails test results to Hiring Team.</li> <li>• Enters test results into the Personnel Examination and Eligibility Records System (PEERS) or a successor system.</li> <li>• Prepares monthly reports of statistics of tests administered.</li> </ul>  |
| 5%   | <p>8. Performs other duties as assigned or required which are reasonable within the scope of the duties enumerated above.</p>   |
| <p>17. POSITION TITLE AND NUMBER 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.)</p> |   |
| <p>WORKING TITLE (IF ANY)</p>  |   |
| <p>Human Resources Specialist 19693-37-24-500-01-01</p>  | <p>Recruitment North Program Expert</p>   |

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

- Supervisor     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.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to four years of college.
2. Requires one (1) year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers working knowledge of the Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, departmental policies, and procedures.
2. Prefers one (1) year of professional experience using computer systems, software, templates, or other guides.
3. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.
4. Prefers working knowledge of Illinois State government.

20. CONDITIONS OF EMPLOYMENT

1. This position requires the applicant to pass a background check.
2. Overtime is a condition of employment, and you may be requested or required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.

*The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.*

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

The Human Resources Representative position with the CMS Recruitment Center serves as the point of contact for members of the public and current state employees to acquire information and begin the process of gaining employment or advancing current employment with the State of Illinois. The ideal candidate will be responsible for educating potential applicants on what programs are available to them, what services they might qualify for, and the explanation and facilitation of the overall state employment process. They will be able to support the multitude of functions and services provided by the Recruitment Center to current state employees and members of the public, and will provide excellent customer service, be detail-oriented, organized, and possess the ability to communicate to persons at all levels of the organization. Employees at CMS recruitment centers are uniquely postured to assist the public in gaining employment with the State of Illinois. We welcome all interested candidates to apply!

22. ABOUT THE AGENCY/BUREAU/PROGRAM

Central Management Services (CMS) is the operational engine working behind the scenes to enable the State’s more than 60 agencies, universities, boards, and commissions to deliver efficient, reliable service to all Illinois citizens. The Agency’s mission is to support the State by delivering innovative, responsive, and effective services that provide the best value for Illinois State government and the people it serves. Among the services CMS provides are human resources facilitation; benefits programs for employees, retirees, and local governments; property and facilities management; diversity initiatives for public contracting and State employment; joint purchasing support; vehicle oversight and support; surplus property programs; print and electronic communications services; and administrative hearings coordination.

| DIRECTOR OF CMS SIGNATURE                      | IMMEDIATE SUPERVISOR SIGNATURE | AGENCY HEAD SIGNATURE                        | DATE      |
|--|--------------------------------|--|-----------|
| <i>Raven DeVaughn by Mark Dawson</i> 9/12/2023 |                                | <i>Raven A. DeVaughn<br/>by Robert Petty</i> | 8/30/2023 |

|                                |  |   |                |   |                       |                    |          |               |
|--------------------------------|--|---|----------------|---|-----------------------|--------------------|----------|---------------|
| 1. POSITION TITLE              |  | WORKING TITLE (IF ANY)                      | BILINGUAL CODE | POSITION TITLE OPTION CODE  | 2. POSITION NUMBER    |                    |          |               |
| EXISTING POSITION              |  |   |                |   | 19692-37-21-500-11-02 |                    |          |               |
| NEW/REVISED POSITION           |  |   |                |   | 19692-37-24-500-11-02 |                    |          |               |
| Human Resources Representative |  |   | 29             | SS  |                       |                    |          |               |
| 3. AGENCY                      |  | 4. BUREAU/DIVISION                          |                | 5. EXMT CODE  | 6. WORK COUNTY        | 7. A/I AUTH        | 8. AUDIT | 9. OFFICE USE |
| EXISTING POSITION              |  | Personnel/Examining & Counseling            |                |   |                       |                    |          |               |
| NEW/REVISED POSITION           |  | Bureau of Personnel/Recruitment & Retention |                | 0   | 016                   | 2                  | R        |               |
| Central Management Services    |  |   |                |   |                       |                    |          |               |
| 10. SECTION                    |  | 11. UNIT                                    |                | 12. TRANSACTION CODE  |                       | 13. EFFECTIVE DATE |          |               |
| EXISTING POSITION              |  |   |                | <input type="checkbox"/> MA021 ESTABLISH<br><input type="checkbox"/> MA022 EXEMPT CODE CHANGE   |                       | 6/30/2023          |          |               |
| Chicago Assessment Center      |  |   |                | <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE<br><input checked="" type="checkbox"/> MC026 CLARIFY   |                       |                    |          |               |
| NEW/REVISED POSITION           |  | Chicago Recruitment Center                  |                | <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE<br><input type="checkbox"/> MC028 WORK COUNTY CHANGE   |                       |                    |          |               |
| Recruitment North              |  |   |                | <input type="checkbox"/> MD021 ABOLISH<br><input type="checkbox"/> MC149 DOWNWARD REALLOCATION<br><input type="checkbox"/> MC150 LATERAL REALLOCATION<br><input type="checkbox"/> MC158 UPWARD REALLOCATION |                       |                    |          |               |
| 14. WORK LOCATION              |  | 15. BARGAINING/TERM CODE                    | RUTAN EXEMPT   |   |                       |                    |          |               |
| EXISTING POSITION              |  |   |                |   |                       |                    |          |               |
| NEW/REVISED POSITION           |  |   |                |   |                       |                    |          |               |
| Cook County                    |  | RC062                                       | N              |   |                       |                    |          |               |
| % OF TIME                      | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS  |   |                |   |                       |                    |          |               |
| 30%                            | 1. Under direction, counsels applicants for state employment using various methods of communication including, but not limited to, via phone, email, in-person, and/or virtually. <ul style="list-style-type: none"> <li>Analyzes and reviews applicant’s interests, education, work experience, geographic preference, and salary requirements against various job titles.</li> <li>Recommends job titles based on applicant’s interests, education, work experience, geographic preference, and salary requirements.</li> <li>Explains qualifications and requirements of recommended job titles and specific examinations to the applicant.</li> <li>Responds to counseling requests.</li> <li>Documents counseling session in the Personnel Electronic Job Application Counseling (PEJAC) database.</li> </ul> |   |                |   |                       |                    |          |               |
| 20%                            | 2. Participates in various recruitment activities such as Veteran’s Outreach workshops, Minority Outreach workshops, Community job fairs, University and College recruitments using various methods and technology including, but not limited to via phone, chat, email, in-person and/or virtually. <ul style="list-style-type: none"> <li>Leads and assists with in-person and virtual presentations to interested groups.</li> <li>Contacts and updates contact list including, but not limited to veteran’s groups, minority groups, community groups as well as colleges and universities.</li> <li>Registers for and attends in-person and virtual events.</li> <li>Utilizes various technology and platforms to participate in recruitment events.</li> </ul>   |   |                |   |                       |                    |          |               |

| % OF TIME  | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS   |
|--|---|
| 15%  | <p>3. Utilizing the State of Illinois web-based electronic hiring system, provides posting and application information for current vacancies within agencies and departments under the jurisdiction of the Governor of the State of Illinois using various methods of communication including, but not limited to via phone, email, in-person and/or virtually.</p> <ul style="list-style-type: none"> <li>• Answers questions for state employees and the public in completing the application process utilizing the web-based system.</li> <li>• Provides guidance to applicants with maneuvering through the web site and various steps in reviewing job postings, setting up job alerts, and completing applications.</li> <li>• Explains applicable rules, policies, or methods regarding the web-based system to agencies, departments, state employees, and the public.</li> <li>• Answers general inquiries regarding the examination process.</li> <li>• Provides testing information (test dates, times, locations, etc.) to interested individuals.</li> </ul> |
| 10%  | <p>4. Performs Pre-testing Qualifications check of specific titles by utilizing qual-check manual and class specifications.</p> <ul style="list-style-type: none"> <li>• Confers with Springfield Traex staff to ensure accuracy of qualifications check.</li> </ul>  |
| 10%  | <p>5. Translates functions/procedures into Spanish for individuals who cannot speak or read English.</p>  |
| 5%   | <p>6. Performs verification of veteran documents by reviewing DD214's, NGB22, or other required documentation.</p> <ul style="list-style-type: none"> <li>• Checks veteran's documentation against the Veteran's Outreach database to ensure that documentation is not falsified and to check the accuracy of the information and documentation received.</li> <li>• Documents veteran codes on application and explains preference outcome (if any) to veteran applicants.</li> </ul>  |
| 5%   | <p>7. Serves as a backup to perform test room duties relative to the administering of civil service examinations on the WinCATs (automated testing) system.</p> <ul style="list-style-type: none"> <li>• Administers accommodated testing to persons with disabilities.</li> <li>• Scans and uploads test materials to Docuware or a successor document management software system.</li> <li>• Scans and emails test results to Hiring Team.</li> <li>• Enters test results into the Personnel Examination and Eligibility Records System (PEERS) or a successor system.</li> <li>• Prepares monthly reports of statistics of tests administered.</li> </ul>  |
| 5%   | <p>8. Performs other duties as assigned or required which are reasonable within the scope of the duties enumerated above.</p>   |
| <p>17. POSITION TITLE AND NUMBER 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.)</p> |   |
| <p>WORKING TITLE (IF ANY)</p>  |   |
| <p>Human Resources Specialist 19693-37-24-500-01-01</p>  | <p>Recruitment North Program Expert</p>   |

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

- Supervisor     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.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to four years of college.
2. Requires one (1) year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers working knowledge of the Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, departmental policies, and procedures.
2. Prefers one (1) year of professional experience using computer systems, software, templates, or other guides.
3. Prefers one (1) year of professional experience articulating human resources administration information in descriptive terms to others not versed in the personnel system.
4. Prefers working knowledge of Illinois State government.

20. CONDITIONS OF EMPLOYMENT

1. This position requires the applicant to pass a background check.
2. Overtime is a condition of employment, and you may be requested or required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.

*The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.*

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

The Human Resources Representative position with the CMS Recruitment Center serves as the point of contact for members of the public and current state employees to acquire information and begin the process of gaining employment or advancing current employment with the State of Illinois. The ideal candidate will be responsible for educating potential applicants on what programs are available to them, what services they might qualify for, and the explanation and facilitation of the overall state employment process. They will be able to support the multitude of functions and services provided by the Recruitment Center to current state employees and members of the public, and will provide excellent customer service, be detail-oriented, organized, and possess the ability to communicate to persons at all levels of the organization. Employees at CMS recruitment centers are uniquely postured to assist the public in gaining employment with the State of Illinois. We welcome all interested candidates to apply!

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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| DIRECTOR OF CMS SIGNATURE                      | IMMEDIATE SUPERVISOR SIGNATURE | AGENCY HEAD SIGNATURE                        | DATE      |
|--|--------------------------------|--|-----------|
| <i>Raven DeVaughn by Mark Dawson</i> 9/12/2023 |                                | <i>Raven A. DeVaughn<br/>by Robert Petty</i> | 8/30/2023 |



| 1. POSITION TITLE   |  | WORKING TITLE (IF ANY)               |                          | BILINGUAL CODE | POSITION TITLE OPTION CODE  |                | 2. POSITION NUMBER    |                    |               |
|---|--|--------------------------------------|--------------------------|----------------|---|----------------|-----------------------|--------------------|---------------|
| EXISTING POSITION   |  |                                      |                          |                |   |                |                       |                    |               |
| NEW/REVISED POSITION<br>Public Service Administrator                        |  | Hispanic Employment Plan Coordinator |                          | 29             | SS1   |                | 37015-37-00-010-01-01 |                    |               |
| 3. AGENCY   |  |                                      | 4. BUREAU/DIVISION       |                | 5. EXMT CODE  | 6. WORK COUNTY | 7. A/I AUTH           | 8. AUDIT           | 9. OFFICE USE |
| EXISTING POSITION   |  |                                      |                          |                |   |                |                       |                    |               |
| NEW/REVISED POSITION<br>Central Management Services                         |  |                                      | Director's Office        |                | 0   | 016            | 1                     | R                  |               |
| 10. SECTION   |  |                                      | 11. UNIT                 |                | 12. TRANSACTION CODE  |                |                       | 13. EFFECTIVE DATE |               |
| EXISTING POSITION<br>Diversity Enrichment Program                           |  |                                      |                          |                | <input type="checkbox"/> MA021 ESTABLISH<br><input type="checkbox"/> MA022 EXEMPT CODE CHANGE<br><input type="checkbox"/> MC024 POSITION NUMBER CHANGE<br><input checked="" type="checkbox"/> MC026 CLARIFY<br><input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE<br><input type="checkbox"/> MC028 WORK COUNTY CHANGE<br><input type="checkbox"/> MD021 ABOLISH<br><input type="checkbox"/> MC149 DOWNWARD REALLOCATION<br><input type="checkbox"/> MC150 LATERAL REALLOCATION<br><input type="checkbox"/> MC158 UPWARD REALLOCATION |                |                       | 05/01/2022         |               |
| NEW/REVISED POSITION<br>Diversity and Inclusion                             |  |                                      | Hispanic Employment Plan |                |   |                |                       |                    |               |
| 14. WORK LOCATION   |  |                                      | 15. BARGAINING/TERM CODE |                | RUTAN EXEMPT  |                |                       |                    |               |
| EXISTING POSITION   |  |                                      |                          |                |   |                |                       |                    |               |
| NEW/REVISED POSITION<br>Cook  |  |                                      | RC063                    |                | N   |                |                       |                    |               |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS |  |                                      |                          |                |   |                |                       |                    |               |
| 30%   | <p>1. Under general direction of the Deputy Director of Diversity and Inclusion, serves as Hispanic Employment Plan Coordinator for the State of Illinois.</p> <ul style="list-style-type: none"> <li>Develops short term and long-range goals for the Program.</li> <li>Administers the State Hispanic employment Plan and monitors compliance by all State agencies under the Governor's jurisdiction.</li> <li>Travels statewide to conduct informational training sessions for agency directors, recruitment managers, and Equal Employment Opportunity (EEO)/Affirmative Action (AA) officers.</li> </ul>   |                                      |                          |                |   |                |                       |                    |               |
| 30%   | <p>2. Serves as liaison to the CMS Hispanic Advisory Council and other state agency human resource offices to establish and maintain open lines of communication.</p> <ul style="list-style-type: none"> <li>Conducts quarterly meetings with the Hispanic Employment Plan Advisory Council.</li> <li>Confers with internal managers in the development of new and revised policies and procedures.</li> <li>Collaborates with internal and external managers to establish action plans and to ascertain appropriate actions and strategies to enhance the delivery of services.</li> <li>Analyzes, interprets, and evaluates information from various data sources involving the state hiring process.</li> </ul> |                                      |                          |                |   |                |                       |                    |               |

| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>Translates functions, procedures, and documents into Spanish for individuals who cannot speak or read English.</li> </ul>  |
| 15%   | <p>3. Consults with minority advocacy groups to foster participation and support of career forums.</p> <ul style="list-style-type: none"> <li>Disseminates information on position availability, job posting information, class specifications and other information materials to the general public and advocacy groups.</li> </ul>  |
| 10%   | <p>4. Prepares Executive Summary and supporting documentation of activities in accordance with the State Hispanic Employment Plan and participates in the drafting and final preparation of the Annual Report to be submitted to the General Assembly.</p> <ul style="list-style-type: none"> <li>Surveys agencies annually and analyzes, interprets, evaluates, and determines via various research methodologies their activities in implementing the Plan.</li> <li>Conducts individual and group meetings with advocacy groups and agencies to facilitate efforts.</li> </ul> |
| 10%   | <p>5. Utilizes data provided by the Department of Human Rights and meets with representatives from various state agencies to determine areas of underutilization.</p> <ul style="list-style-type: none"> <li>Provides guidance, technical expertise, and recommendations to the Deputy Director of Diversity and Inclusion in the development and implementation of recruitment strategies for various occupational areas.</li> </ul>   |
| 05%   | <p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>   |

17. POSITION TITLE AND NUMBER 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.)

| WORKING TITLE (IF ANY)   |
|--|
| Senior Public Service Administrator 40070-37-00-010-00-01 Deputy Director of Diversity and Inclusion |

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

Supervisor     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.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of college with coursework in public administration or business administration.
2. Requires four years of professional experience in a business or public organization, preferably within the area of human resource administration.
3. Requires the ability to speak and write Spanish at a colloquial skill level.

Knowledge, Skills, and Abilities

1. Requires thorough knowledge of the Personnel Code and State of Illinois personnel management policies and practices including Personnel Rules, Position Classification Plan, Pay Plan, and collective bargaining agreements.
2. Requires ability to effectively work with and communicate with agency managers and employees, and the public.
3. Requires the ability to make oral presentations to groups and individuals.
4. Requires strong writing skills and experience in preparing reports and utilizing data.
5. Requires strong organizational and time management skills.

20. CONDITIONS OF EMPLOYMENT

1. This position requires a current and valid Driver's License and the ability to travel.
2. Overtime is a condition of employment and you may be required/mandated to work overtime including scheduled, unscheduled, or last-minute overtime.
3. This position requires the ability to pass a background check.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

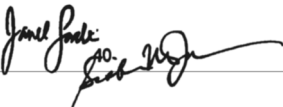
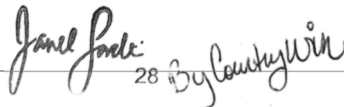
**Hispanic Outreach Coordinator**

CMS is seeking a detailed oriented, energetic, community advocate to assist with outreach and requirement within the Illinois Latinx community. The ideal candidate will have an established working relationship with numerous Latinx community groups and organizations. Strong bilingual-Spanish written and oral communications as well as bicultural skills are a must for the Hispanic Outreach Coordinator. Marketing and social media experience a plus. The ideal candidate will be service, and goal oriented with focused organizational skills that align with the Illinois goal of recruiting a State workforce that is as diverse as the people we serve.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

**About the Agency:**

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| DIRECTOR OF CMS SIGNATURE   | IMMEDIATE SUPERVISOR SIGNATURE | AGENCY HEAD SIGNATURE   | DATE       |
|---|--------------------------------|---|------------|
|  5/4/2022 |                                |  28 By Courtney Wilk | 05/02/2022 |