

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

**Sunnycrest Center
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**Joanne Maitland
Merit Board Chair
Lewis T. (Tom) Morelock
Executive Director**

TO: Designated Employer Representatives/Human Resources Directors
Classification Personnel
Testing Personnel

FROM: Torre L. Walls
Operations Division

SUBJECT: Final Status Notice for the Customer Service Series
CCE-10-447

DATE: June 21, 2010

The State Universities Civil Service System continues to routinely revise and modify the classification plan. The overall objective is to provide an efficient and effective classification and examination system that meets the business requirements of each employer. The following modifications are therefore incorporated into the State Universities Civil Service System classification plan.

Classes currently used by: CSU, SIU-SOM, UI-CH, UI-DSCC, UIC, UIS, UI-COMR, ISAC, UI-DSCC-C, NEIU, WIU, SIUC, SIUE, UIUC, NEIU, ISU

<u>Current Classes</u>	<u>Action Proposed</u>	<u>Revised/New Classes</u>	<u>Prom. Line</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Change-in-Title Policy</u>	<u>Effective Date</u>
4807 Customer Service Representative I	REVISE/CIT	4807 Customer Service Assistant	343	02/ Semi-Professional	215	1	08/15/10
4808 Customer Service Representative II	REVISE/CIT	4808 Customer Service Representative	343	02/ Semi-Professional	215	1	08/15/10
4809 Customer Service Representative III	REVISE/CIT	4809 Customer Service Specialist	343	02/ Semi-Professional	215	1	08/15/10

Change-In-Title Policy requirements reflect revised procedures issued 12/23/03. Change-In-Title actions listed above are recommended with positions assigned to the appropriate new/revised classification based on a thorough review of job duties and responsibilities.

Class Specification and Examination Components/Instruments

For details on class specification and other information i.e. occupational area, work area, promotional line, etc., visit the class specification link at our website at www.sucss.state.il.us.

Voiding/Deleting Registers

Previous testing materials and corresponding registers for the Customer Service Series should be voided at the close of business on Friday, August 13, 2010. All testing materials related to this title should be destroyed at the close of business on Friday, August 13, 2010.

Pay Rate/Ranges

If necessary, employers should make adjustments to or establish new pay rates/ranges to accompany the above changes. In some instances, establishing a wide pay range will optimize the opportunity of each employer to properly reflect their individual compensation programs for these operations and positions.

Seniority

Seniority calculations should be reviewed and established based on the final classification assignment and movement of employees through the classification plan.

If you have any questions or need additional information, please contact Torre Walls at (217) 278-3150 Ext. 230 or at torrew@succs.state.il.us.