

# STATE UNIVERSITIES CIVIL SERVICE SYSTEM

*Sunnycrest Center  
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*Jill Smart  
Merit Board Chair  
Jeff Brownfield  
Executive Director*

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

FROM: Gail Hankins  
Human Resource Officer, Classification, Examination and Compensation Division

SUBJECT: Status Notice for the Member Service Representative Series

DATE: July 11, 2019

Consistent with our obligation to administer and maintain the University System classification plan, this communication shall provide the final notification and effective date of revisions to the following classification(s):

**Member Service Representative I  
Member Service Representative II  
Member Service Representative III  
Member Service Representative IV**

Classes currently used by: SURS

<u>Current Classes</u>	<u>Action Proposed</u>	<u>Revised Classes</u>	<u>Prom. Line</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Effective Date for Class Spec</u>	<u>Effective Date for Exam</u>
4819 Member Service Representative I	REVISE EXAM ONLY	4819 Member Service Representative I	346	02 Semi-Professional	352	8/1/2019	8/1/2019
4820 Member Service Representative II	REVISE EXAM ONLY	4820 Member Service Representative II	346	02 Semi-Professional	352	8/1/2019	8/1/2019

4821 Member Service Representative III	NO CHANGE	4821 Member Service Representative III	346	02 Semi- Professional	352	8/15/2009	8/15/2009
4842 Member Service Representative IV	NO CHANGE	4842 Member Service Representative IV	346	03 Managerial	352	8/15/2009	8/15/2009

Voiding/Deleting Registers

The employment registers for the Member Service Representative I and II will be voided at the close of business on Wednesday, July 31, 2019.

Class Specification and Examination Components/Instruments

The revised class specification and examining instruments for the **Member Service Representative I and II classifications** (Knowledge Tests and Credentials Assessment) will be effective (available per E-Test) Thursday, August 1, 2019. 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.illinois.gov](http://www.sucss.illinois.gov).

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.

If you have any questions or need additional information, please contact Gail Hankins at (217) 278-3150 Ext. 240 or at [GailHankins@sucss.illinois.gov](mailto:GailHankins@sucss.illinois.gov) or Lauren Aceves at (217) 278-3150 Ext. 232 or at [LaurenH@sucss.illinois.gov](mailto:LaurenH@sucss.illinois.gov).