

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

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

SUBJECT: Proposal Notice for the Member Service Representative Series

DATE: August 1, 2019

The State Universities Civil Service System (System Office) is proposing a revision to the Member Services Representative Series. We believe that this proposal will be beneficial in addressing the recruitment, employment, and retention concerns surrounding the staff within this constantly evolving business operation. Our overall objective is to provide an efficient and effective classification system that meets the needs of each employer.

As outlined below, the two listed classifications will have their examinations revised.

Current Classification

Member Services Representative I
Member Services Representative II

Proposed/New Classification

Member Services Representative I
Member Services Representative II

There are no changes to the Member Services Representatives I, II, III, and IV sections of the class specification nor the examinations for the Member Services Representatives III and IV at this time.

This classification proposal will be reviewed during an individually scheduled meeting or conference call conducted by System Office staff. Examination format and effective date will also be reviewed during this meeting. To allow ample time for all parties to provide initial comments and feedback regarding this proposal, the date and time for this meeting have yet to be determined. You will be notified by this office through a Meeting Notice once it has been scheduled.

Thank you in advance for your cooperation and feedback. Please contact Gail Hankins at 217/278-3150 Ext. 240 or via email at gailhankins@sucss.illinois.gov.