

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

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John Butler
Merit Board Chair
Gail Schiesser
Executive Director

TO: Designated Employer Representatives and Classification and Testing Personnel

FROM: Gail Schiesser
Executive Director

SUBJECT: Proposal Notice for the Member Service Representative Series

DATE: April 10, 2025

The State Universities Civil Service System (University System) proposes revising the Member Service 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 current classification specification series is being proposed for revision:

- Member Service Representative I
- Member Service Representative II
- Member Service Representative III
- Member Service Representative IV

If you have any questions or need additional information, please contact Noel Rowe at (217) 560-6202 or noelr@sucss.illinois.gov.

Thank you in advance for your cooperation.