

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

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John Butler
Merit Board Chair
Gail Schiesser
Executive Director

TO: Designated Employer Representatives, Classification and Testing Personnel

FROM: Gail Schiesser,
Executive Director

DATE: 05/19/2026

RE: **Preliminary Status Notice: Member Service Representative 1 Classification (Class Code Number 4819)**

- A. **Purpose:** The State Universities Civil Service System continues to revise and modify its classification plan. The overall objective is to provide a structured and consistent classification and examination system that provides employment within the University System on the basis of merit and fitness.
- B. **Background:** The **Member Service Representative 1 Classification (Class Code Number 4819)** classification specification and examination are being revised. The revisions align with Illinois law and incorporate proven practices in human resource administration.

The Member Service Representative 2 (Class Code Number 4820), Member Service Representative 3 (Class Code Number 4821), and Member Service Representative 4 (Class Code Number 4842) are currently under review and are not affected by this Preliminary Status Notice. Preliminary revisions will be released separately and at a later time.

C. Actions Required by Employers

1. **Feedback:** If you have feedback on these proposed revisions, please email: cecdivision@sucss.illinois.gov no later than 6:00 PM on Monday, July 6, 2026. Comments should be relevant to and focused on the classification specification and examination as written. To support your position, please explain your reasoning or basis for assumptions as clearly as possible. Due to the confidential nature of examination material, the draft exam should NOT be copied and pasted into a document and sent through an unencrypted email. If you cannot make comments regarding the examination without specific reference to the exam, please contact the Classification and Examination Division at cecdivision@sucss.illinois.gov.
2. **Class Specification Examination Instruments**
 - a. The revised class specification is available for preview on the Class/Exam Status Notices page of our website at <https://www.sucss.illinois.gov/pages/csn/default.aspx> and in E-Test (Classification Preview section) in APPS.

- b. The examination instruments will be available for preview in E-Test (Classification Preview section) until Monday, July 6, 2026.
- c. When the new examination and scoring plan becomes effective, the employer shall stop using previous testing material in its possession related to this classification. However, any previous examination and scoring materials that contain notes or memoranda that are a public record, as defined in the Illinois Freedom of Information Act (5 ILCS 140/2), or the employer's policies, shall be retained as required under the employer's records retention policies.
- d. The employer shall destroy all previous testing material in its possession related to this classification. However, any previous examination and scoring materials that contain notes or memoranda regarding a specific employee's examination and are attached to or are a part of that specific employee's examination shall be retained as required under the employer's records retention policies.
- e. Employers are responsible for administering appointment and promotional processes in accordance with the State Universities Civil Service Act (110 ILCS 70/36b et seq.) and the Illinois Administrative Code tit. 80, Ch. VI, Part 250. For more information, please see: www.sucss.illinois.gov/pages/sar/default.aspx

3. Registers:

- a. During this notice period, qualified applicants and candidates whose names are already on the original entry register by score may be scheduled for the examination upon request.
- b. Applicants for this classification and candidates on the original entry register should be informed that the current register of candidates by score will be voided when the new examination becomes effective. See Civil Service Rules, Section 250.50(d)(6).
- c. Employment registers for this classification shall be voided upon the effective date published in the Final Status Notice.
- d. Reemployment Registers: Reemployment Registers shall not be voided.
- e. After the previous registers are voided, the employer shall establish a new original entry register by score on the basis of the new examination.

Contact Information: If you have any questions or need additional information, please contact the University System office at cecdivision@sucss.illinois.gov.