



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Dawn Scifo,
Brick Township Board of Education

Classification Appeal

CSC Docket No. 2016-2571

ISSUED: **NOV 30 2016** (ABR)

Dawn Scifo appeals the attached decision of the Division of Agency Services (Agency Services), which found that her position with the Brick Township Board of Education is properly classified as Keyboarding Clerk 2. She seeks a Keyboarding Clerk 3/Telephone Operator job classification in this proceeding.

The appellant received a regular appointment to the title of Keyboarding Clerk 2, effective October 19, 2012. In August 2015, the appellant requested a classification review of her position located in the Brick Township School District, Use of Facilities Office.¹ Agency Services received the request and performed a review of all submitted information. Agency Services' review found that the primary responsibilities of the appellant's position included, in part, the following: preparing and monitoring the daily use of school facilities for town functions, school activities, and community events; operating the SchoolDude scheduling system; acting as the facilities scheduling contact for school officials and custodial staff; and creating and distributing a facility use report on a monthly basis. Based on the foregoing, Agency Services found that the appellant's assigned duties and responsibilities were commensurate with her title of Keyboarding Clerk 2.

On appeal, the appellant states that approximately 80% of her daily work involves scheduling and managing events at school facilities. Specifically, the

¹ The appellant sought a classification of Scheduler before Agency Services. Agency Services found the Scheduler classification inapplicable because the Civil Service Commission only utilizes the title for employees at State Colleges and Universities. On appeal, the appellant amended her request to seek classification as Keyboarding Clerk 3/Telephone Operator.

appellant claims that her role in scheduling includes acting as a contact for staff and community groups seeking to use school facilities, using scheduling system software to manage events, assisting school staff and groups with required documentation and fees, monitoring permit submissions from staff, and processing all paperwork in connection with school facility usage. She also indicates that she uses the facilities management software to prepare monthly reports that detail and allocate costs from those events. The appellant claims that the remaining 20% of her duties involve miscellaneous clerical tasks such as copying and typing, receiving guests and mail, signing for packages, providing phone and secretarial coverage, training staff on the use of the telephone system, monitoring and documenting 911 calls from school sites, and training others to cover her tasks when absent from work.

In support of this appeal, the appellant's current immediate supervisor, the Educational Specialist and Acting Superintendent for the Brick Township Board of Education, states that the Keyboarding Clerk 3/Telephone Operator classification is consistent with the appellant's daily functions. In the Position Classification Questionnaire (PCQ), the Human Resources Manager for the Brick Township Board of Education, who was the appellant's immediate supervisor when the PCQ was completed, supports the appellant's characterization of her job duties, time allocation, and difficulty of tasks.

CONCLUSION

The definition section of the job specification for Keyboarding Clerk 2 states:

Under limited supervision, performs moderately complex and non-routine clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work requiring the utilization of keyboarding or typing skills; formats, reproduces, corrects, adjusts and prints a variety of written material; key enters/types correspondence, documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; may provide guidance and assistance to staff; does other related duties as required.

The definition section of the job specification for Keyboarding Clerk 3/Telephone Operator states that an individual in this dual title:

Under direction, performs varied, complex clerical work involving the processing of documents in a variety of functions; takes the lead and/or performs the more difficult and complex clerical work requiring the utilization of keyboarding or typing skills and the application of independent judgment; formats and key enters/types correspondence,

documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; may take the lead over other clerical employees; does other related duties as required.

Under direction, operates one or more positions on a single or multiple position console in a private branch exchange (PBX) or Centrex switchboard, provides information to clients, and does related clerical tasks and other work as required.

Based upon a thorough review of the information presented in the record, the appellant's position is appropriately classified as Keyboarding Clerk 2. First, the appellant does not demonstrate that a significant portion of her duties involve those of a telephone operator. A dual title is a title that combines two separate classifications into one classification. Applicants for dual titles need to meet the minimum requirements for both titles in order to be deemed eligible. *See, e.g., In the Matter of John R. Bersey* (MSB, decided February 26, 2003). In both the PCQ and her appeal, the appellant indicates that her involvement with the telephone system is merely part of the 20% of "additional duties" she has outside of the other 80% of her job relating to preparing monthly reports and facilities use and scheduling. Out of more than a dozen items listed as such "additional duties," only three relate to the telephone system: providing phone coverage, "transfer[ring] calls as required to multiple school sites," and helping and training other staff on how to use the telephone system. Therefore, based on the foregoing, the appellant does not meet the minimum requirements for the dual title of Keyboarding Clerk 3/Telephone Operator.

Second, the appellant also fails to show that she fulfills other key requirements of a Keyboarding Clerk 3/Telephone Operator, namely either taking on a lead worker role or performing more difficult and complex clerical work. An employee who holds the classification of Keyboarding Clerk 2 position "performs moderately complex and non-routine clerical work" and "may provide guidance and assistance to staff," but does not have to take the lead. Here, the appellant does not argue that she is a lead worker. A leadership role refers to those persons whose titles are non-supervisory in nature, but are required to act as a leader of a group of employees in titles at the same or a lower level than themselves. The appellant states that 80% of her work entails facilities use and scheduling, along with preparing monthly reports connected with events held at school facilities. There is no indication that the appellant assigns and reviews the work of or mentors other employees in the Keyboarding Clerk series. The appellant has also failed to demonstrate that the work she performs is sufficiently complex to warrant reclassification. A worker may be considered to engage in "complex" tasks for classification purposes where, for example, he or she utilizes non-routine procedures, deals with unusual subject matter and/or interacts with sophisticated

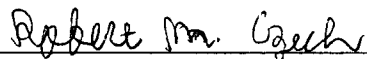
parties. See *In the Matter of David Akins, William Bialowasz and Philip Greenberg* (Commissioner of Personnel, decided August 16, 2005) (While it is difficult to accurately define a “complex negotiation,” a negotiation is not necessarily considered complex based by the dollar amount/value, but rather by the nature of the acquisition itself such as acquisitions involving frequent departures from standard practices and guidelines). A disputed task not specifically addressed in a job specification can be considered acceptable related work based on nature and frequency, so long as there is a sufficient connection between the subject task and the primary focus of the job specification. Here, the appellant’s position largely involves scheduling and managing events held at school facilities. There is no indication that the data, resources, or procedures the appellant must utilize vary tremendously between events. Furthermore, she does not deal with sophisticated entities. Instead, the appellant routinely works with district staff, school groups, athletic teams, and various organizations, including parents’ groups, community organizations, and community groups to schedule events at public school sites. The appellant’s use of facilities management software to generate monthly reports related to events at public school properties can also be considered acceptable related work to the primary focus of the Keyboarding Clerk 2 title. Accordingly, the moderate complexity and overall nature of the appellant’s work is consistent with the Keyboarding Clerk 2 classification.

ORDER

Therefore, the position of Dawn Scifo is properly classified as Keyboarding Clerk 2.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 23RD DAY OF NOVEMBER, 2016



Robert M. Czech

Chairperson

Civil Service Commission

Inquiries
and
Correspondence

Director
Division of Appeals and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

c: Dawn Scifo
Megan I. Osborn
Kelly Glenn
Records Center



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Robert M. Czech
Chair/Chief Executive Officer

December 23, 2015

Megan Osborn, Human Resources Manager
Brick Township Board of Education
101 Hendrickson Avenue
Brick, NJ 08724-2599

Re: Classification Determination – Ms. Dawn Scifo (000668654); Brick Township School District, Use of Facilities Office; CSC Log #09150054.

Dear Ms. Osborn:

This is in reference to a classification review of the position, Keyboarding Clerk 2, held by Dawn Scifo. This review involved a detailed analysis of the Position Classification Questionnaire completed by Ms. Scifo, and signed by her immediate supervisor, Acting Superintendent, Richard Caldes E.D.

Issue:

Ms. Scifo requested the Civil Service Commission review her position to verify she is classified appropriately. Ms. Scifo has been serving with a permanent appointment (RAP) in the title, Keyboarding Clerk 2, since October 19, 2012.

Organization:

Ms. Scifo is assigned to the Brick Township School District, Use of Facilities Office. She reports directly to Acting Superintendent, Richard Caldes E.D. She has no supervisory responsibilities.

Findings of Fact:

The duties of this position involve performing the following assignments:

- Prepare and monitor the daily use of school facilities for town functions, school activities, and community events.
- Operate the SchoolDude scheduling system to create tracking analysis reports and manage scheduling concerns.
- Act as a facilities scheduling contact for the school officials and custodial staff, maintains use calendar so deadlines for requirements are met; print schedules and distribute for review.
- Handle all facility use paperwork and assist school staff, community organizations, and various external groups in completion of paperwork and fees.
- Once a month create and distribute facility use reports for the administration and board.

Review and Analysis:

The requested title of the incumbent is that of Scheduler (82281). The Civil Service Commission allows this title to be utilized only by State of New Jersey Colleges and Universities because it pertains to the use of facilities and classrooms in a campus setting.

The current permanent title of the incumbent is that of Keyboarding Clerk 2 (03256@). The Civil Service definition for the title, Keyboarding Clerk 2, states:

Under limited supervision, performs moderately complex and non-routine clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work requiring the utilization of keyboarding or typing skills; formats, reproduces, corrects, adjusts and prints a variety of written material; key enters/types correspondence, documents, reports, charts and other key entry device used by the agency; may provide guidance and assistance to staff; does other related duties as required.

An employee serving in the title of Keyboarding Clerk 2, when assigned to a school district performs a variety of clerical, secretarial, and other administrative functions associated with the operation of a school program.

The incumbent's main responsibilities include the scheduling of school district facilities to various groups and organizations. These duties are considered to be moderately complex and non-routine. These duties are also appropriate for an employee working in the title of Keyboarding Clerk 2. As a result, the incumbent's duties are commensurate with those to be performed by an employee serving in the title of Keyboarding Clerk 2.

DETERMINATION:

The review revealed the current duties and responsibilities of this employee's position are commensurate with the attached job specification for the title, Keyboarding Clerk 2 (03256@). Ms. Scifo considered to be serving appropriately in the title, Keyboarding Clerk 2.

This specification is descriptive of the general nature and scope of the functions which may be performed by an incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit the performance of related tasks not specifically listed. The relevance of such specific tasks is determined by an overall evaluation of their relationship to the general classification factors listed in the specification.


The New Jersey Administrative Code (N.J.A.C.) 4A:3-3.5(c)1 states, "within 30 days of receipt of the reclassification determination, unless extended by the Civil Service Commission in a particular case for good cause, the appointing authority shall either effect the required change in the classification of an employee's position; assign duties and responsibilities commensurate with the employee's current title; or reassign the employee to the duties and responsibilities to which the employee has permanent rights. Any change in the classification of a permanent employee's position, whether promotional, demotional or lateral, shall be effected in accordance with the applicable rules."

Re: Dawn Scifo
December 30, 2015

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According to the New Jersey Administrative Code (N.J.A.C. 4A:3-3.9), the either the affected employee or the Appointing Authority may appeal this determination within 20 days of receipt of this notice. This appeal should be addressed to Written Record Appeals Unit, Division of Merit System Practices and Labor Relations, P.O. Box 312, Trenton, New Jersey 086225-0312. Please note the submission of an appeal must include written documentation and/or argument substantiating the portions of the determination being disputed and the basis for appeal.

Sincerely,



Mark Van Bruggen
HR Consultant Supervisor

Attachment
MV/JS

C: Dawn Scifo