



STATE OF NEW JERSEY

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

In the Matter of Gail Major,
Judiciary Clerk 3 (S0401V),
Statewide

Examination Appeal

CSC Docket No. 2018-1124

ISSUED: APRIL 10, 2018 (ABR)

Gail Major appeals the determination of the Division of Agency Services (Agency Services), which found that she did not meet the experience requirement for the open competitive examination for Judiciary Clerk 3 (S0401V), Statewide.

The examination was open to applicants who, as of the June 9, 2017 closing date, possessed one year of experience in an office environment performing a variety of clerical and support services to include keyboarding and one or more of the following: document or information processing, handling payments for fees, recording monies received, transcribing information, reconciling balances or accounts, scheduling meetings or appointments.

On her application, the appellant indicated, in relevant part, that she served as a Judiciary Clerk 2 from August 2016 to the closing date of the subject examination (June 2017), as a Data Management Consultant with Joule Staffing from October 2013 to August 2016 and as a Customer Service/Enrollment Coordinator with Qualcare Managed Health Care from August 2004 to May 2010.

Agency Services credited the appellant with 11 months of applicable experience based upon her service as a Judiciary Clerk 2. Agency Services found that the appellant's remaining experience was inapplicable, as there was no indication that the required duties were the primary focus of her responsibilities in any other position. Therefore, she was deemed ineligible for the subject examination because she lacked one additional month of applicable experience.

On appeal, the appellant argues, in relevant part, that her experience as a Data Management Consultant and as a Customer Service/Enrollment Coordinator should be deemed applicable, as her duties in those positions included clerical and support services, such as document and information processing, keyboarding and the transcription of information used for legal records. The appellant indicates that as a Data Management Consultant, she analyzed quantitative data, maintained a patient information database utilized by the Department of Human Services to monitor Medicaid Managed Long-Term Services and Supports (MLTSS) care for patients and paying claims, and transcribed information from the database. With regard to her experience as a Customer Service/Enrollment Coordinator, the appellant reiterates several of the duties noted in her application, including: working in a call center to assist members and providers with health care benefit plans and medical claim reimbursements, documenting and processing information used for health plan coverage enrollment and claim reimbursements, and maintaining in-house customer databases.

CONCLUSION

N.J.A.C. 4A:4-2.3(b)2 provides that applicants must meet all requirements specified in an open competitive examination announcement by the closing date.

Agency Services correctly credited the appellant with 11 months of applicable experience for the subject examination based upon her service as a Judiciary Clerk 2. On appeal, the appellant argues, in relevant part, that her experience as a Data Management Consultant and as a Customer Service/Enrollment Coordinator should also be deemed applicable. In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). The announcement for the subject examination required experience in an office environment performing a variety of *clerical and support services* to include keyboarding and one or more of the above-noted responsibilities. A review of the record fails to demonstrate that any of the appellant's remaining experience constituted applicable experience for the subject examination. In that regard, although some of the appellant's responsibilities as a Data Management Consultant may have been relevant, the primary focus of her duties was quantitative data analysis. Thus, because the primary focus of her work as a Data Management Consultant was not clerical and support services including keyboarding, it is not considered applicable experience for the subject examination. Similarly, the appellant's experience as a Customer Service/Enrollment Coordinator is not considered applicable, as her call center work, which encompassed assisting members and providers with health benefit plans and medical claim reimbursements, did not have the requisite primary focus of clerical work including keyboarding. Accordingly, the appellant has not met her burden of proof and there is no basis to disturb the decision of Agency Services.

ORDER

Therefore, it is ordered that this appeal be denied.

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 4TH DAY OF APRIL, 2018

Deirdre L. Webster Cobb

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