



**FINAL ADMINISTRATIVE ACTION
OF THE CHAIR/
CHIEF EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION**

Classification Appeals

ISSUED: September 29, 2025 (SLK)

Agency Services found that the appellants' primary duties and responsibilities entailed, among other things, receiving emergency phone calls, obtaining caller's information, and entering details of the event into an electronic case file; determining the nature and severity of the call and what personnel is needed to handle the situation; dispatching the appropriate officers; if needed, calling for additional resources (Emergency Management Services, Fire Department, tow companies, and the County and State Department of Transportation); documenting what personnel

and other resources were dispatched, times of dispatch, arrival and clearing of the scene; during an event, keeping personnel on the scene updated via radio for any additional information from additional callers and status of additional resources; relaying information about involved subjects and alerting personnel of any warrants found on the New Jersey Court website or any safety alerts if found; maintaining and facilitating communication with responding units by receiving and relaying information to authorized personnel; printing driver's license history and registration information; checking for warrants, criminal history and restraining orders and using the Lacey Township Police Department arrest check sheet to verify all required information is provided to arresting officers; notifying other courts or police departments via phone for any non-local warrants; updating all documents in the electronic file given by other agencies and courts; greeting the public coming to file complaints; requesting information to determine the nature and severity of the complaint; creating an electronic case file, documenting all information given; determining the appropriate personnel to handle the complaint and dispatching them to headquarters to interview the complainant; at times, acting as the Terminal Agency Coordinator assistant assigned as the primary contact person for access to and use of information systems such as National Crime Information Center System; ensuring compliance with relevant regulations regarding access to system; and validating entries when the State Police sends messages that an entry will be purged.¹

On appeal, the appellants present that the PST job specification indicates that incumbents in this title work "under direction." However, the appellants believe that a Senior PST classification is more appropriate because they do not work under any direct supervision as they often work alone at the console and occasionally work with another PST. Further, they state that they exercise independent judgment and discretion without a subject matter supervisor to consult on their shifts. Additionally, the appellants assert that they necessarily "take the lead" in receiving and responding to calls as they are the only ones available as there is no one to lead their performance.

The appellants provide that the PST title series operates under its own legally certified collective bargaining unit and is a non-police or fire department unit. As such, the appellants indicate that the title series has its own chain-of-command and specific legally required qualifications of employees to operate in the title. The

¹ The appellants' primary duties and responsibilities were taken from Kimberly Lawler's determination. It is noted that while the determination letters for each appellant indicate that the primary duties and responsibilities that they perform are almost identical, there are some differences which are not reflected above. However, there is no indication that any of the appellants have a primary responsibility where they assign and review the work of specific named PSTs on a regular and recurring basis. However, it is noted that Frances Holmes' and Lawler's PCQs indicate that they occasionally perform training, assigning, and reviewing the work of other employees. Specifically, their PCQs indicate that they train new hires.

appellants highlight that the PST title series requires its own line of supervision: PST Trainee, PST, Senior PST, Supervising PST, and Chief PST. However, they indicate that this does not exist in Lacey Township.

The appellants also note that the Police Officer title series has its own line of supervision: Police Officer, Police Sergeant, Police Lieutenant, Police Captain, and Police Chief. They emphasize that the job specification definitions for these titles do not indicate that supervision of PSTs is a Police Officer title series responsibility for the Police Department. PSTs are white collar employees operating under the City Manager who perform their duties in the Police Department building. However, the appellants assert that it is inaccurate to label a Police Officer as a PST supervisor.

The appellants reiterate that no Lacey Township Police Officer has the required training or the required certification by the Office of Emergency Telecommunications Services in the Department of Law and Public Safety pursuant to *N.J.A.C.* 17:24-22. Therefore, the appellants indicate that Police Officers are educationally unqualified and lack the required State certification to meaningfully direct PSTs.

The appellants argue that for the Civil Service Commission (Commission) to refuse to acknowledge the need for professional telecommunications employees and instead subjugate PSTs to supervision by unqualified police personnel violates the PST title series and creates an unsafe environment for the citizens of the jurisdiction. Finally, the appellants request to a hearing at the Office of Administrative Law on this matter.

CONCLUSION

N.J.A.C. 4A:2-1.1(d) provides that except where a hearing is required by law, this chapter or *N.J.A.C.* 4A:8, or where the Commission finds that a material and controlling dispute of facts exists that can only be resolved by a hearing, an appeal will be reviewed on a written record.

N.J.A.C. 4A:3-3.9(e) states that in classification appeals, the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the PST job specification states:

Under direction, receives and responds to telephone or other electronic requests for emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does related work as required.

The definition section of the Senior PST job specification states:

Under direction, takes the lead in receiving and responding to telephone or other electronic requests for emergency assistance including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does related work as required.

In this matter, the job specifications for the subject titles indicate that the key differentiator is that Senior PSTs are lead workers while PSTs are not. Under Civil Service, a lead worker is defined as a leadership role referring 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. Duties and responsibilities would include training, assigning and reviewing work of other employees on a regular and recurring basis, such that the lead worker has contact with other employees in an advisory position. However, such duties are considered non-supervisory since they do not include responsibility for the preparation of performance evaluations. Being a lead worker does not mean that the work is performed by only one person but involves mentoring others in the title series. *See In the Matter of Henry Li* (CSC, decided March 26, 2014). In this case, the appellants indicate that they primarily work alone and occasionally work with another PST. As there is no indication that the appellants assign and review the work of specific named employees on a regular and recurring basis, the appellants are not performing lead worker duties as defined under Civil Service. “Taking the lead” and using one’s own judgment and discretion when receiving and responding to calls because there is no supervisor present is not the same as leading other employees. Moreover, occasionally training, assigning, and reviewing the work of new hires for some limited time is not the same as assigning and reviewing the work of specific employees on a regular and recurring basis. Therefore, the appellants’ positions are correctly classified as PSTs.

Concerning the appellants’ comment that they do not work “under direction” as indicated in the PST job specification because there is no supervisor present, it is noted that both the PST and Senior PST job specification definitions indicate that incumbents in these titles work “under direction.” Therefore, this is not a distinguishing characteristic between the titles. Regardless, even if there is no supervisor present, as the appellants are subject to the direction and evaluation of their supervisors, they are working “under direction.”

Referring to the appellants’ statements regarding the PST and Police Officer title series, the issue in this matter is whether the appellants are performing lead worker duties as defined under Civil Service, which have not been found, and these statements have no relevance to the classification of their positions. Similarly, regarding the appellants’ requests for a hearing, as there is no material and

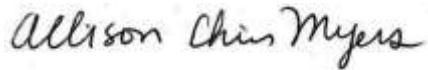
controlling dispute of fact that exists, *i.e.*, whether the appellants assign and review the work of specific named PSTs on a regular and recurring basis, there is no basis for a hearing. Therefore, the matter is appropriately determined on the written record. Accordingly, there is not a sufficient basis to disturb the determinations of Agency Services.

ORDER

Therefore, it is ordered that these appeals be denied.

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

DECISION RENDERED ON
THE 25TH DAY OF SEPTEMBER, 2025



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