



B-51

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Kim Liedel,
et al., Judiciary Clerk
(S0945S), Statewide

CSC Docket Nos. 2015-2578
2015-2623
2015-2570

Examination Appeals

ISSUED: JUN 19 2015

(RE)

Kim Liedel, Brenda Moyd, and Darnell Williams appeal the determinations of the Division of Agency Services (DAS) which found that they did not meet the experience requirements for the open competitive examination for Judiciary Clerk (S0945S), Statewide. These appeals have been consolidated due to common issues.

The subject examination announcement was issued with a closing date of December 23, 2014 and was open to residents of New Jersey who 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. The appellants were found to be ineligible based on a lack of experience. 319 candidates passed the examination, which has been certified once, but no appointments have yet been made.

Ms. Liedel listed three positions on her application, Office Assistant with Pequest Financial; Teller/Mortgage Post Closure with First Hope Bank; and Account Manager with Dimensional Communications. As none of her positions had clerical and support services including keyboarding, she was found to be lacking one year of experience. On appeal, the appellant explains the duties of her positions, and maintains that she has excellent keyboarding skills. She argues that she could perform the work of the position and would like to take the examination.

Ms. Moyd listed six positions on her application: Bank Teller with JPMC (part-time, 23 hours per week); Volunteer at YMCA (part-time, 10 hours per week); Compliance Analyst with Global Aerospace; Client Specialist with AON Corporation; Business Consultant with Selective Insurance Group; and Underwriter with Selective Insurance Company. As none of this was clerical or support experience, she was found to be lacking one year of experience as of the December 2014 closing date. On appeal, she argues that her volunteer experience, and her experience as a Compliance Analyst, Client Specialist and Bank Teller should be acceptable. She states that while in these positions she did some form of keyboarding and provided clerical and administrative support in various capacities.

Mr. Williams listed four positions on his application: Fareline Service Representative with Hired by Matrix; "Deli" with Shoprite Supermarket; Legal Records Clerk with Wilson, Elser, Moskowitz, Edelman; and "Service Department" with McElroy, Deutsch, Mulvaney, Carpe. As none of these positions had clerical and support services including keyboarding, he was found to be lacking one year of experience. On appeal, the appellant argues that his experience as a Legal Records Clerk should be applicable. He also states that his experience as "Service Department" was Administrative Assistant experience in an office environment. He attaches a copy of his resume which lists these four positions and one additional position as an Administrative Assistant.

N.J.A.C. 4A:4-2.3(b) provides that applicants shall meet all requirements specified in the open competitive examination announcement by the closing date. It further provides that an applicant must file an application with all supporting documents or proofs by the announced filing date.

CONCLUSION

A review of the appellants' applications reveals that the decisions by DAS, denying the appellants' admittance to the subject examination due to the fact that they do not possess the required experience, are correct. It is noted that qualifying experience has the announced experience requirement is the *primary focus*. In this case, the descriptions given by the appellants for their positions did not have, as the primary focus, clerical and support services including keyboarding and one other aspect as listed.

Ms. Liedel's positions as Office Assistant, Teller/Mortgage Post Closure and Account Manager are not applicable. As an Office Assistant, Ms. Liedel verified tax returns for accuracy, processed payroll and balanced bank statements, filed, and ordered supplies. While some of these duties are applicable, the primary focus is not clerical and support services including keyboarding. As a Teller/Mortgage Post Closure, she assisted customers and prepared mortgages to be sold. As an Account Manager, she went to trade shows and special events to display elements, and also

worked with designers, and event planners, designing and manufacturing display components. The primary focus of these positions was not clerical including keyboarding and one other element.

Ms. Moyd's position as a Bank Teller is also inapplicable. Bank tellers do not perform clerical or support services. As a Volunteer at YMCA, the appellant indicated that she was assisting the Membership Director in managing projects and providing clerical support. Specifically, she developed workflow processes, marketed services and programs to new members, secured outstanding payments from contacting agencies and members, greeted new members, conducted tours, answered phones and placed welcome calls. While some of this work was clerical and supportive in nature, that was not the primary focus of the position. Ms. Moyd's positions as Compliance Analyst, Client Specialist, Business Consultant and Underwriter are clearly not applicable.

On appeal, Ms. Moyd maintains that she was performing clerical work in her position as a Compliance Analyst. The duties that she listed for this position were to manage activities to ensure regulatory compliance throughout all business practices, administer record-keeping and appointment processes to improve productivity and operations, controlling and updating producer records company-wide, conducting nonfinancial regulatory audits, documenting and writing procedures, and managing surplus lines tax special projects. The primary focus of this position appears to be duties which involve quality control, improving efficiency and operations, and ensuring regulatory compliance. This is not clerical and support services. As a Client Specialist, Ms. Moyd reviewed policies and endorsements, executed policy review, prepared and submitted endorsement requests, analyzed policies for coverage, researched coverage questions, and reviewed and processed endorsements. Again, this is not clerical and support services.

Mr. Williams' positions include Customer Service, slicing cold cuts, and filing. In the "Service Department," he scanned, copied and faxed client sensitive documents, filed, assisted with copying, lifting, moving furniture, running errands, and replenishing the copy machine with paper and clearing jams. These positions do not have clerical and support services *including keyboarding* as the primary focus.

As to Mr. Williams' additional position, candidates applying for this examination used the online application system. The User Guide provided for the system instructed candidates to carefully review the application to ensure that it is complete and accurate before submitting, and to complete the application in detail. It states that failure to complete the application properly may cause the candidates to be declared ineligible, or may lower the score if the application is the test paper. At the end of the process, candidates were required to read a passage and click yes

or no. The passage indicated that the candidate certifies that the information provided on the application is complete and accurate.

Pursuant to *N.J.A.C. 4A:4-2.1(f)*, any documentation indicating work in any setting that was not previously listed on an application or resume cannot be considered after the closing date. See *In the Matter of Joann Burch, et al.* (MSB, decided August 21, 2003) and *In the Matter of Rolanda Alphonso, et al.* (MSB, decided January 26, 2005). This is a competitive situation, with 318 passing applicants, and as such, there is no compelling reason to consider additional positions which Mr. Williams did not include on his application.

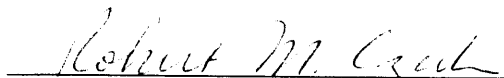
A thorough review of all material presented indicates that the decisions of DAS, that the appellants did not meet the announced requirements for eligibility by the examination closing date, are amply supported by the record and the appellants provide no basis to disturb those decisions. Thus, the appellants have failed to support their burden of proof in these matters.

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 BY THE
CIVIL SERVICE COMMISSION
THE 17th DAY OF JUNE, 2015


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