

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION OF THE CIVIL SERVICE COMMISSION

In the Matter of Jennifer Hatrak, Keyboarding Clerk 2 (C0241U), Mercer County

CSC Docket No. 2017-1353

Examination Appeal

ISSUED: **DEC 2 3 2016** (RE)

Jennifer Hatrak appeals the determination of the Division of Agency Services which found that she did not meet the experience requirements for the open competitive examination for Keyboarding Clerk 2 (C0241U), Mercer County.

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The subject examination announcement was issued with a closing date of April 20, 2016. The examination was open to residents of Mercer County who met the announced requirement of one year of clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, reports, charts, forms and other materials. Successful completion of a clerical training program with a minimum of 700 clerical training hours or 30 semester hour credits in secretarial science from an accredited college or university could be substituted for the experience. The appellant was found to be below minimum requirements in experience. It is noted that 20 candidates appear on the eligible list, which has been certified once, but no appointments have yet been made.

Ms. Hatrak listed six positions on her application: 1) provisional Keyboarding Clerk 2; 2) Administrative Assistant with Princeton University; 3) Administrative Assistant with Gallagher WGA, Insurance; 4) Customer Service Representative with Soligent; 5) Administrative Assistant/Receptionist/Assistant with Office Team Staffing; and 6) Project Administrator/ESL Tutor with American Youth Literacy Organization. The appellant was credited with eleven months of experience in the first two positions and found to be lacking one month of qualifying experience.

On appeal, Ms. Hatrak states that her first three positions are applicable experience, and she indicates that she holds a Bachelor's degree in Education and Women and Gender Studies. She also states that she took four classes requiring typing and knowledge of writing for her degree as well as a business writing course given by the Civil Service Commission (Commission) in April 2016.

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.

CONCLUSION

For her position as an Administrative Assistant with Gallagher WGA, Insurance, the appellant indicated that her duties were to type data into certificates and client spreadsheets, as well as typing and editing invoices. For the fifth position, the appellant held various clerical positions with a temp agency requiring that she type and enter orders, charts and documents. For her other positions she keyed-in information as necessary. She has been operating a word processing program for various duties in her positions since April 2010. An analysis of these duties shows that the appellant was performing data entry, but was producing documents such as letters, memos, reports, charts, forms and other materials as well. Although this experience does not precisely mirror the requirements, taken as a whole, the appellant accrued at least one additional one month of keyboarding experience while in these titles. Based on these circumstances, the Commission will accept the appellant's experience, for eligibility purposes, and admit her to the examination for prospective appointment opportunities only.

ORDER

Therefore, it is ordered that this appeal be granted and the appellant's application be processed.

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 21st DAY OF DECEMBER, 2016

Robert M. Czech

Chairperson

Civil Service Commission

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