

STATE OF NEW JERSEY

: FINAL ADMINISTRATIVE ACTION
: OF THE
: CIVIL SERVICE COMMISSION

Examination Appeal

In the Matter of Ivis Vega, Administrative Secretary/Office Services Manager (C0502V), Hudson County

CSC Docket No. 2019-1128

ISSUED: December 10, 2018 (RE)

Ivis Vega appeals the determination of the Division of Agency Services (Agency Services) which found that she did not meet the experience requirements for the open-competitive examination for the dual title Administrative Secretary/Office Services Manager (C0502V), Hudson County. A dual title is a title that combines two separate titles into one classification; applicants need to meet the minimum requirements of both titles in order to be declared eligible.

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The subject examination announcement was open to residents of Hudson County who met the specific requirements as of the April 23, 2018 closing date. The requirement for Administrative Secretary included five years of experience in the capacity of a secretary to an executive or administrative official in a public or private organization. Successful completion of a two year program in secretarial science at an accredited college or university could be substituted for two years of this experience. The requirement for Office Services Manager included five years of experience in the supervision of two or more office services functions involving records management, printing, or duplication services, mail and messenger services, equipment maintenance and repair, procurement and supply, or other related functions in support of office operations and services. Five years of experience in the analysis, evaluation, development, and improvement of office practices, methods, and procedures could be substituted for this experience requirement. Candidates were required to meet both requirements to be eligible, and five applicants appear on the eligible list, which has been certified once but no appointments have yet been made.

On her application, the appellant indicated that she possessed 48 college credits. The appellant did not list any positions on her application, but included a resume with four positions: provisional Administrative Secretary/Office Services Manager, Operations Specialist with Markit North America, Management Specialist with Diesel US, Inc. and Office Manager with Kenneth Cole Productions, Inc. She was credited with more than five years of experience for the Office Services Manager requirement in the first and third positions. She was also credited with three years, eleven months of experience in the first and fourth positions. Thus, the appellant was found to be lacking one year, one month of Office Services Manager experience.

On appeal, the appellant indicates that she has expertise in administrative operations and interactions with senior staff. She states that she has 36 years of payroll administration work and office management functions, as well as supervisory experience, and she is bilingual in English and Spanish. In support, the appointing authority maintains that the appellant has worked directly for senior level corporate executives for more than thirty years, and has been a successful provisional incumbent since October 2017.

CONCLUSION

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.

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 appellant was credited with seven months of both types of experience in her provisional position. She described her duties in that position as:

perform monthly audit and reconciliation of health and dental benefit accounts; act as liaison between finance and the benefits team for health benefit changes; partner with the payroll team to assure deductions and recouping of missed deductions; proficient in maintaining and upgrading benefit changes in the HRMS system; assist as an interpreter for the Spanish speaking population of the county; instrumental in translating documents in Spanish including correspondence, memos and emails; maintain appropriate log sheets and records needed for efficient operation of the department; work proactively with the team to ensure seamless office operations; assist with the health benefits open enrollment for new hires; provide administrative services to the department including faxing, scanning, and correspondence; maintain an accurate filing system; assist with all inbound phone calls; and handle any ad-hoc projects as needed.

A review of these duties indicates that the appellant is not the performing duties of an Administrative Secretary/Office Services Manager. An incumbent in that title assists an administrative official of a department or autonomous government agency at a level no lower than department head, by performing varied, complex administrative secretarial, advanced clerical and program support functions of a general or specialized nature; relieves the administrative official of technical, as well as general administrative details; may supervise clerical operations and staff AND directs, plans, and coordinates a variety of office support services and supervises employees engaged in providing these services. Those support services include records management, printing or duplication services, mail and messenger services, equipment maintenance and repair, procurement and supply, or other related functions in support of office operations and services. Clearly, the appellant performs duties more closely associated with human resources, such as payroll and health benefits.

For her position as an Operations Specialist with Markit North America, the appellant performed work involving paying employees, such as resolving payment issues, ensuring accurate payments, processing international payments, and maintaining a database. As a Management Specialist with Diesel US, Inc., the majority of the appellant's work involved processing payroll. As such, she was not involved in supervision of two or more office services functions, and should not have credit for that requirement. As an Office Manager with Kenneth Cole Productions, the appellant "provided direct administrative support to the corporate controller/VP of Finance." These duties included managing information in a database, overseeing compensation issues such as timekeeping and stock purchase plans, administering pension plans, preparing budget reports, account reconciliation, and other financial issues. In sum, this was not a position that met the experience requirement for Administrative Secretary, as no secretarial duties were performed. appellant lacks the required experience for both titles. Also, given the variance between her duties and her provisional title, Agency Services should perform a classification review of this position.

An independent review of all material presented indicates that the decision of the Agency Services, that the appellant did not meet the announced requirements for eligibility by the closing date, is amply supported by the record. The appellant provides no basis to disturb this decision. Thus, the appellant has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this appeal be denied. It is further ordered that if the appointing authority wants the appellant to remain in her current position, it should provide a duties questionnaire to Agency Services detailing the duties of the

position, along with a completed examination application within 30 days of the issuance of this decision so that an appropriate provisional title can be assigned and a pre-qualification determination can be made. Should the appellant be found not eligible for the new provisional appointment, she should be removed.

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 5th DAY OF DECEMBER, 2018

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Chairperson

Civil Service Commission

Inquiries and

Correspondence

Christopher S. Myers

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: Ivis Vega Elinor Gibney Kelly Glenn

Records Center

POSITION CLASSIFICATION QUESTIONNAIRE				MMISSION USF			
NEW JERSEY CIVIL SERVICE COMMISSION DIVISION OF STATE & LOCAL OPERATIONS			S&LO LOG NO.				
IMPORTANT: Full instructions for completing this form are located on the last page. It is most important that employees and supervisors read them carefully. The form must be signed by the employee, his or her							
supervisor, the Program Manager or Division Director and the Appointing Authority Representative. INCOMPLETE REQUESTS WILL BE RETURNED. CSS REQUEST NO.							
1 NAME OF	1. NAME OF EMPLOYEE (IF ANY) 2. ANNUAL SALARY (Current) 3. POSITION NO. 4. CODE (Range and Title)					ne and Title)	
	. NAME OF EMPLOYEE (IF ANY) 2. ANNOAL SALARY (Current) 3. POSITION NO. 4. CODE (Hange a				,		
5. OFFICIAL TITLE OF POSITION 6. WORKING TITLE (If different)							
	N OF POSITION c location, Unit, Section, Division, Institution, o	r Deparlment)					
7A. EMPLO	YEE WORK OR HOME MAILING ADDRESS						
the work car	(DUTIES) PERFORMED - Describe in detail the understand exactly what is done. NOTE: If the fithe position and certified for accuracy by the	nis is a vacant p	osition or a new pos	sition request, the for	lear I	that persons unfa ust be completed	amiliar with I by the
Percent of Time		Work (Dutie	s) Performed				Order of Difficulty
	25					×	
	2 *						

ITEM 8 CONTINUED

Percent of Time	Work (Duties) Performed	Order of Difficulty
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9. REGULAF DAY	FROM	TO	DAY	FROM	TO
Monday			Friday		
Tuesday			Saturday		
Wednesday			Sunday		
Thursday			Length of L	unch Perio	d

9b. EXPLAIN ROTATION OF SHIFTS, IF ANY	

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QUESTIONNAIRE CO				
	ON RECEIVED (Check One — See d	lefinitions on page 4)		
CLOSE LI	MITED GENERAL	OTHER (Explain)		
11. Does this position super YES (If yes, completed A. Occasionally? B. Responsible for the preparation of perfore evaluations? C. Assign work? D. Review completed work of employees supervised?	ete Items A thru E) NO NO (or) Regularly?	E. List the names and titles of all the employees supervised comprise of the employees supervised supervi	the employees supervised dire ne or more complete units. Include the n	eclly. aames of the units)
12. CERTIFICATION OF	1 CERTIFY that I have read the in knowledge, are accurate and com-		above are my own and, to the	best of my
EMPLOYEE	SIGNATURE		DATE .	
-	13. STATEMENTS	OF IMMEDIATE SUI	PERVISOR	
A. Comments on Statemen				
			76_5_79	
I V			Check here if continued	on additional sheets.
B. What do you consider the	he most important duties of this positi	ion?		
	8			
			Check here if continued	on additional sheets.
C. List those knowledges a	and abilities necessary for standard p	erformance of the job to be done	by an incumbent of this position	on
			Check here if continued	on additional sheets.
D.I AGREE	DISAGREE with the employee's descr	ription of job duties, percentage of	of time, and order of difficulty.	
COMMENTS:				
			Check here if continued	on additional sheets.
	- no		1. 7750 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	
OFFICIAL TITLE		SIGNATURE		DATE
(Working title if different)		ő.		

14. STATEMENTS OF PROGRAM MANAGER OR DIVISION DIRECTOR			
I AGREE with the statements of the immediate supervisor.			
I DISAGREE with the statements of the immediate supervisor.			
COMMENTS:			
		Check here if continued	on additional sheets.
OFFICIAL TITLE (Warking title if different)	SIGNATURE		DATE
15A. STATE APPOINTING AUTHORITY	REPRESE	NTATIVE SIGNATUR	SE
In State service, the agency representative's signature certific		· · · · · · · · · · · · · · · · · · ·	
OFFICIAL TITLE (Working title if different)	SIGNATURE		DATE
15B. LOCAL APPOINTING AUTHORITY	REPRESE	NTATIVE SIGNATU	RE
In Local service, the agency representative's signature certifies the information	ation in accordanc	e with 4A:3-3.9(d).	
AGREE with the statements of the immediate supervisor and program	n manager or divis	sion director.	
I DISAGREE with the statements of the immediate supervisor and prog	gram manager or	division director.	
COMMENTS:			
iii ii			
			~
OFFICIAL TITLE	SIGNATURE	Check here if continued o	n additional sheets. DATE
(Working title if different)			DATE

INSTRUCTIONS FOR COMPLETING POSITION CLASSIFICATION QUESTIONNAIRE (DPF-44)

NOTE: If this is a vacant position or a new position request, this form must be completed by the supervisor of the position and certified for accuracy by the Appointing Authority Representative.

Please read these instructions carefully before filling out the Position Classification Questionnaire.

This form is used to obtain information about a position. It will be used to determine the classification or to determine a rate of pay. Therefore, be as clear and accurate as possible and fill out the form completely. Be specific and illustrate statements with examples. If more space is needed to answer any of the items, attach an additional sheet and identify each item by its number.

This form is to be completed by you in your own words. Your supervisor and department head will review your Position Classification Questionnaire to determine the completeness and accuracy of the statements and to clarify or give additional information concerning your duties and responsibilities. Under no circumstances, however, should the supervisor or the department head change the answers as given and certified to by you. In the space provided, they may make whatever statements they think are necessary before signing the report. State your name in Item 1 and complete Items 6 through 12. Items 2 through 5 will be completed by your personnel office. Remember to sign your name in Item 12. Give the completed questionnaire to your supervisor.

ITEM 8 - The answer to this item requires an exact account of what you do. Describe your "whole job" or year-round duties, not just those which might be performed during rush or peak periods of activity or when you are substituting for other persons. Start with your most important duties and describe your least important duties last. Use a separate paragraph for each major duty. In the column at left indicate as best you can the percentage of time you devote to each duty. The position's supervisor will complete the information requested in the right hand column.

EXAMPLES OF GOOD AND POOR DUTIES STATEMENTS			
Poor Statements	Good Statements		
Assist in handling correspondence.	Receive, open, time stamp, and route incoming mail.		
Maintain grounds and landscaped areas.	Mow lawn with power mower and hand mowers. Trim trees from ground and from ladder, using power saws. Lubricate mowers.		
I do finish concrete work.	Place forms; mix, pour and finish concrete walks and curbing. Prepare registers of all claims showing allocation of budget expenditures and total amount of expenditures for month in which claims are made.		
Do general kitchen work.	Clean and cut fruits and vegetables. Make salad dressings. Serve at steam table. Wash pots and dishes and store away utensils and foods. Once or twice a month, bake cookies and tarts.		
Our unit is responsible for keeping all purchasing records.	I compare invoices with purchase orders. Review requisitions submitted by the different departments for accuracy, then give them to the Purchasing Agent for his or her OK.		

ITEM 10 - Before you complete Item 10, the following definitions will be helpful in making your choice of the type of supervision you receive.

- . CLOSE SUPERVISION: Work is performed according to detailed instructions and supervision is available on short notice
- LIMITED SUPERVISION: Incumbent proceeds on his/her own initiative while complying with policies, practices, and procedures prescribed by the supervisor. The supervisor generally answers questions only on the more important phases of the work.
- GENERAL SUPERVISION: Work is performed independently. The incumbent seldom refers matters to supervisor except for clarification of policy.
- Other: If your work is supervised in a manner different from all of the above, please describe briefly how your work is assigned and supervised.

INSTRUCTIONS FOR SUPERVISORY STAFF

ITEM 13 - If you are a supervisor reviewing this form, you should remember that your certification means you accept responsibility that the statements made constitute a true description of the duties and responsibilities of the position. If the description does not meet with your idea of the position, it is your responsibility to see that statements made are qualified or elaborated upon in your comments. Under no circumstances, however, are the employee's statements to be changed. However, you are asked to determine the order of difficulty of each duty performed. Under Item 8 in the column at right, cite the order of difficulty of duties performed by assigning the number one (1) to the most difficult, the number two (2) to the next most difficult, etc. Keep in mind that the most important duty performed by this position may not be the most difficult, nor the one on which the greatest percentage of time is spent.

You should review the completed and signed form for correctness, completeness, and accuracy of statements, then add any comments which you believe are necessary, sign the form, and forward it to the program manager or division director.

ITEM 14 - The Program Manager or Division Director should indicate his or her agreement or disagreement with the statements of the immediate supervisor. Additional comments may be written in the space provided. Sign the form and forward it to your Personnel Office.

APPOINTING AUTHORITY SIGNATURE

ITEM 15A - (State Service) - the appointing authority or designated representative shall sign the form here. The agency representative's signature certifies that he/she has reviewed the appeal, provided an organization chart, and included all information set forth in 4A:3-3.9(c). The completed package should be forwarded to the Civil Service Commission.

ITEM 15B - (Local service) - the agency representative shall sign here, and may indicate his/ her agreement or disagreement with the statements of the immediate supervisor and program manager or division director, and provide comments if desired. The completed package should be forwarded to the Civil Service Commission.