



perform their jobs effectively, answering questions from lower level staff, resolving escalated caller inquiries, scheduling staff, and addressing facility and office needs. Additionally, Michelle Pawelczak, Director, Customer Services, states that the appellant has been performing the duties of a supervisor since September 2013 due to business necessary. She asserts that it would be hardship for the operation of the main call center if the appellant is unable to continue serving in the subject title.

### **CONCLUSION**

*N.J.A.C.* 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date. *N.J.A.C.* 4A:4-2.6(c) provides that, except when permitted for good cause, applicants for promotional examinations with open-competitive requirements may not use experience gained as a result of out-of-title work to satisfy the requirements for admittance to the examination or for credit in the examination process.

Initially, it is noted that Agency Services correctly determined that the appellant was not eligible for the subject examination. The appellant met the general experience requirements and had one year of applicable supervisory experience based on his provisional service in the subject title. However, it determined that he lacked two years of the required supervisory experience needed to establish eligibility. Any relevant supervisory experience the appellant gained as a Customer Service Information Specialist 1 would be out-of-title-work. However, Ms. Pawelczak confirmed that the appellant performed the required supervisory duties since September 2013 due to business necessity. Additionally, the list is incomplete as there is only one name on the eligible list and the appellant continues to serve provisionally in the title under test. Accordingly, good cause exists to accept the appellant's out-of-title supervisory work experience, for eligibility purposes only, and admit him to the examination.

### **ORDER**

Therefore, it is ordered that the appeal be granted and the appellant's application be processed for prospective employment opportunities only.

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 27<sup>th</sup> DAY OF MARCH, 2018



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