



**STATE OF NEW JERSEY**

**FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION**

In the Matter of Rana Terzian,  
Deputy County Emergency  
Management Coordinator (PC2670V),  
Mercer County

Examination Appeal

CSC Docket No. 2018-2972

**ISSUED: May 24, 2018 (RE)**

Rana Terzian appeals the determination of the Division of Agency Services that found that she did not meet the experience requirements for the promotional examination for Deputy County Emergency Management Coordinator (PC2670V), Mercer County.

The subject promotional examination had a closing date of December 21, 2017 and was open to employees in the competitive division who had an aggregate of one year of continuous permanent service in any competitive title as of the closing date and who met the announced requirements. These requirements included possession of a Bachelor’s degree from an accredited college or university, and three years of experience in the planning, development, and administration of emergency response activities such as those provided by police, fire, rescue, medical, or emergency management units either in the public or private sector or in the military service. The appellant was found to be below the experience requirements. As no candidates were admitted, the examination was cancelled on April 20, 2018.

On her application, the appellant indicated that she possessed a Bachelor’s degree, and a Master’s degree in Public Safety Administration. She also listed eight positions on her application and resume: Volunteer Firefighter (no hours given) from January 1997 to December 2017; Supervising Public Safety Telecommunicator; Senior Public Safety Telecommunicator; Public Safety Telecommunicator; Public Safety Telecommunicator; Clerk; Teller; and Horse Care. Although not listed on her application, the appellant was provisionally appointed as Deputy County Emergency Management Coordinator in September 2017, and remains in her provisional

position. None of her experience was credited, and she was found to be lacking three years of applicable experience.

On appeal, the appellant provides duties of her provisional position. Specifically, she states that she has been working on projects including the review and updating of the County Emergency Operations Plan and the County Hazard Mitigation Plan. And she updates information for a CERT program which includes creating standard operating guidelines (SOGs). She maintains that she has financial experience as she has been the Treasurer of a volunteer fire company since 1996. She states that she gained supervisory experience as a Supervising Public Safety Telecommunicator from January 2008 to September 2017 when she supervised to 12 full-time employees. In that position, she reviewed and revised SOGs and policies for ambulance and paramedic dispatch, as well as fire assignments and medical emergencies. Also, she created a training program for new hires for the Communications Center, and assisted with communications functions and logistical support for Special Olympics U.S.A. games held in Mercer County, as well as assisted with the creation of an emergency notification system for the games. She states that in 2012, she became the County Alert and Warning Coordinator for the county, and is responsible for maintaining and activating the County Emergency Notification System which notifies the public, task forces, teams, and employees of emergencies, delays and closings. As Coordinator, she created policies and procedures for the program, developed a training program for the use of the system, and performed the training for the departments using the system.

When an OSHA inspection revealed a lack of SOGs as a violation, she assisted the Deputy Fire Chief in creating department SOGs. She also wrote grants for the Fire Department. As to planning, the appellant states that she assisted the Fire Coordinator's office as the liaison for the Communications Center commencing in 2011. She states that she helped several Fire Departments create response plans and box plans regarding types of apparatus for responding to assignments, and as a training officer for the volunteer fire company, she created training plans. From the fire department, she assisted with logistical aspects of community events, including National Night Out, the Operation Dream Lift event, and fireworks displays. She has also been involved in planning tabletop and full-scale exercises at the county Airport. She has multiple fire service certifications, and has taken classes in Emergency Management from the New Jersey State Police and Emergency Management Institute.

## CONCLUSION

*N.J.A.C.* 4A:4-2.6(a)2 provides that an applicant shall meet all the requirements specified in the promotional examination announcement by the closing date. *N.J.A.C.* 4A:4-2.1(f) states that any supplemental information received after the closing date cannot be considered. *N.J.A.C.* 4A:1-1.2(c) provides that the Civil

Service Commission may relax the rules for good cause in a particular situation, on notice to affected parties, in order to effectuate the purposes of Title 11A, New Jersey Statutes.

Initially, Agency Services correctly determined that the appellant did not meet the required experience as of the December 2017 closing date. Nevertheless, in this matter, there were no admitted candidates and the appellant continues to serve in her provisional position. The Commission is satisfied that the totality of her experience, and her education, and her training warrants her admission to the subject examination. Therefore, under these circumstances, good cause exists to relax the provisions of *N.J.A.C. 4A:4-2.6(a)2* and accept the totality of the appellant's experience to admit her to the subject examination. This determination is not to be used as a precedence in any other proceeding.

### 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 23rd DAY OF MAY, 2018



Deirdré L. Webster Cobb  
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

c: Rana Terzian  
Raissa Walker  
Kelly Glenn  
Records Center