



STATE OF NEW JERSEY

Alba Aquino, Human Services
Specialist 1 (PC2741V), Hudson
County

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

Examination Appeal

CSC Docket No. 2018-2151

: ISSUED: JULY 23, 2018 (EG)

Alba Aquino appeals the determination of the Division of Agency Services (Agency Services) which found that she was below the minimum requirements in experience for the promotional examination for Human Services Specialist 1 (PC2741V), Hudson County.

The subject promotional examination was announced with pertinent requirements which had to be met as of the announced closing date of December 21, 2017. Specifically, applicants were required to possess 60 semester hour credits from an accredited college or university. Applicants who did not possess the required education could substitute experience on a year for year basis. The experience requirements was securing/verifying information and making determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, employability, and/or job training services, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims; investigations involving the collection of facts and information by observing conditions, examining records, interviewing individuals, and preparing investigative reports of findings; or investigating, establishing, and/or enforcing support obligations in a welfare board or agency, court system, or related agency. It is noted that the subject eligible list was promulgated with three eligibles on March 15, 2018 and expires on March 14, 2021. The list has been exhausted as the three eligibles have all received regular appointments from the subject eligible list.

A review of the appellant's application indicates that she worked as a Human Services Aide, Bilingual in Spanish and English, from September 2014 through the closing date of the examination, and as a Clerk 1, Bilingual in Spanish and English

from October 2009 to September 2014. In reviewing the appellant's application, Agency Services determined that none of her work experience was applicable.

On appeal, the appellant argues she possess the required experience for the subject examination. Additionally, the appellant asserts that her duties as a Human Services Aide, Bilingual in Spanish and English included the following: downloading online applications and updating information after interviewing clients over the telephone; interpreting phone calls for Human Services Specialist 1s; informing clients of which documents are needed for qualification or eligibility; has experience with computer systems utilized by Human Services Specialist 1s; rescheduling appointments; and verifying income of clients. Further, the appellant states that beginning in September 2014 she was given authority to make suggestions and determinations on individual eligibility as to whether a case was closed, approved, denied, suspended, or sanctioned.

CONCLUSION

N.J.A.C. 4A:4-2.6(a)2 provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date. Additionally, *N.J.A.C.* 4A:4-6.3(b) provides that an appellant has the burden of proof in examination and selection disqualification appeals.

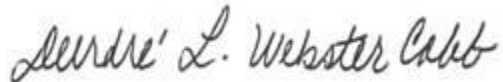
In the instant matter, Agency Services appropriately denied the appellant's eligibility for the subject examination for lacking the required applicable experience. A review of the appellant's application and appeal submissions reveals that her primary duties consisted of interacting with clients and providing them with information, verifying information, and translating during the interview process and for phone calls to supervisors. 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). *See also, In the Matter of Karen Conti* (CSC, decided April 19, 2017) (Commission noted that an experience requirement in an announcement that lists a number of duties which define the primary experience, requires that the applicants demonstrate that they primarily performed all those duties for the required length of time. Performance of only one or some of the duties listed is not indicative of comprehensive experience). Thus, although on appeal the appellant claims to have performed some applicable work, it is clear the primary focus of the positions she listed was not in the securing/verifying of information and making determination or recommendations or investigations or establishing and/or enforcing support obligations. Accordingly, based on the foregoing, the appellant has not met her burden of proof, and has not provided a basis to disturb the determination of Agency Services that she was ineligible for the title under test.

ORDER

Therefore, it is ordered that this appeal 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 ON
THE 18TH DAY OF JULY, 2018



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