



STATE OF NEW JERSEY

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

In the Matter of Tensa Thomas,
Agency Services Representative 1
(S0798VN), Statewide

CSC Docket No. 2018-3328

Examination Appeal

ISSUED: JULY 20, 2018

(SLK)

Tensa Thomas appeals the determination of the Division of Agency Services (Agency Services) that she was below the minimum requirements in experience for the open competitive examination for Agency Services Representative 1 (S0798VN), Statewide.

The examination at issue was announced with specific requirements that had to be met as of the October 23, 2017 closing date. The requirements were the successful completion of the six-month training period as an Agency Services Representative Trainee or one year of experience providing information and support to customers or clients, responding to technical inquiries and/or complaints regarding products, services or programs or collecting payments in a government or office setting. A total of 78 individuals applied for the subject examination and 42 were admitted. The examination was administered on June 21, 2018 and 23 applicants were found eligible. The list has not yet promulgated.

On her application, the appellant indicated that she was provisionally serving in the subject title from May 2017 to the October 23, 2017 closing date, a Sales Associate for 30 hours per week for Valley National Bank from December 2016 to the October 23, 2017 closing date, an Assistant Branch Manager for CS Bank from July 2014 to July 2016, and a Software Engineer for IBS Software Services from January 2014 to June 2014. Agency Services determined that she had six months of experience based on her provisional service in the subject title, but lacked six months of the required experience.

On appeal, the appellant outlines her duties to explain how she performed the required duties while working for Valley National Bank and CS Bank. Additionally, she submits several letters in support of her appeal from her superiors who oversee her provisional service in the subject title.

CONCLUSION

N.J.A.C. 4A:4-2.3(b)2 requires applicants to possess all the requirements specified in an announcement for an open competitive examination by the closing date.

Under *N.J.A.C.* 4A:4-2.1(g), the Civil Service Commission (Commission) can accept clarifying information in eligibility appeals. However, *N.J.A.C.* 4A:4-2.1(f) provides that an application may only be amended prior to the announced closing date. For example, information submitted on appeal pertaining to duties in a given position that expands or enlarges information previously submitted is considered clarifying and is accepted. However, any documentation indicating work in a setting that was not previously listed on an application or resume cannot be considered after the closing date. Thus, the Commission can only consider information provided on appeal regarding the positions listed on the appellant's original application. See *In the Matter of Diana Begley* (MSB, decided November 17, 2004).

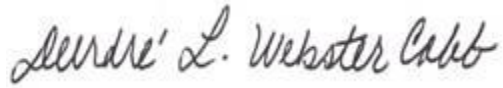
The Commission finds that in addition to performing the required duties while serving provisionally in the subject title, Thomas has sufficiently clarified that she performed the required duties since July 2014 while initially working for CS Bank and working for Valley National Bank.

ORDER

Therefore, it is ordered that this appeal be granted and Tensa Thomas should be scheduled for a make-up examination as soon as possible. If the appellant achieves a passing score, her name should be added to the eligible list 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 18th DAY OF JULY, 2018



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