



STATE OF NEW JERSEY

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

In the Matter of Robyn Outerbridge,
Department of Labor and Workforce
Development

CSC Docket No. 2019-3210

Classification Appeal

ISSUED: JANUARY 22, 2021 (BS)

Robyn Outerbridge appeals the attached determination of the Division of Agency Services (Agency Services) that her position with the Department of Labor and Workforce Development is properly classified as a Technical Assistant. The appellant seeks a Customer Information Specialist 3 classification.¹

The appellant received a regular appointment to Technical Assistant on June 23, 2018. In July 2018, she requested a classification review indicating that her title was not consistent with her duties and responsibilities. The position is assigned to the Division of Administrative Services, Building Management and Support Services, is supervised by a Management Assistant, Department of Labor and Workforce Development, and has no supervisory responsibility. Agency Services conducted a review of her position including a review of her Position Classification Questionnaire, organization chart, her Performance Assessment Review (PAR) forms, and other documents, and determined that this position was properly classified as Technical Assistant.

On appeal, the appellant states that the person previously in her position was a Customer Service Information Specialist 2. The appellant claims that she never received a phone audit and that she should not have signed off on her PAR since it made no mention of customer service. The appellant asserts that she handles “many difficult, complex, and sometimes sensitive situations in the lobby.” The appellant argues that claimants are not able to get answers on the phone and that she works hard to get these claimants the answers and results they need.

¹ Agency records reveal that the appellant retired, effective August 31, 2020.

CONCLUSION

N.J.A.C. 4A:3-3.9(e) states that in classification appeals, the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the job specification for Technical Assistant states:

Under supervision of a supervisory official in a State department or agency or a local jurisdiction, performs technical functions in providing information and assistance in reviewing and verifying data of a routine nature; does other related duties.

The definition section of the job specification for Customer Service Information Specialist 3 states:

Under the general supervision of a supervisory official in a State department or agency, provides technical information and advice to callers regarding department or agency regulations, programs, services or regulatory functions and resolves the more complex inquiries; may research and provide information on matters crossing program areas; utilizes manual and electronic sources to access and provide information; serves as lead worker; does other related duties.

Agency Services noted in its April 17, 2019 decision that incumbents in the title Technical Assistant perform duties such as responding to the less complicated inquiries, conferring with individuals to obtain information and/or supporting documentation, and verifying completeness of information on documentation submitted. However, the responsibilities of a Customer Service Information Specialist 3, while aiding in obtaining information, providing responses to requests for information, and serving as a lead worker, also include providing technical information and advice to callers regarding department or agency regulations, programs, services or regulatory functions and resolves the more complex inquiries. As the initial point of contact, the appellant's duties as a Technical Assistant do not rise to the level and scope of those performed by a Customer Service Information Specialist 3.

Accordingly, a thorough review of the entire record fails to establish that the appellant has presented a sufficient basis to warrant a Customer Service Information Specialist 3 classification of her position.

ORDER

Therefore, the position of Robyn Outerbridge is properly classified as a Technical Assistant.

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 20^H DAY OF JANUARY 2021

Deirdre' L. Webster Cobb

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