



B-28

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Sheree Johnson,
Department of the Treasury

Classification Appeal

CSC Docket No. 2015-990

ISSUED: MAR 10 2015 (LDH)

Sheree Johnson appeals the attached decision of the Division of Classification and Personnel Management (CPM), which found that her position with the Department of the Treasury is properly classified as Supervisor of Operations. Johnson seeks a Chief of Operations, Treasury classification.

The record in the present matter establishes that Johnson is currently serving provisionally, pending a promotional examination in the title of Assistant Chief of Operations, Treasury. However, her permanent title is Supervisor Information Recording and Control, Treasury. Her position is located in the Department of the Treasury, Division of Revenue and Enterprise Services, Mail and Document Preparation-Remittance Processing and Scanning. Johnson pursued the matter of her classification with CPM. CPM reviewed all documentation supplied by Johnson and performed an audit of her position. CPM found that the primary duties and responsibilities of Johnson's position entailed planning, organizing, and directing the work activities of the Mail and Document Preparation-Remittance Processing and Scanning section that consists of 60 permanent employees; evaluating employee performance and conduct that enables the effective recommendation of the hiring, firing, promoting, and disciplining of subordinates; coordinating contract requirements with vendors, ensuring that deadlines and expectations are met; ensuring that data sent over to the Office of Information Technology is completed appropriately; overseeing the maintenance of records, reports and files; and compiling a variety of reports for the review of upper management that include conclusions and recommendations. CPM found that Johnson directly supervised one Supervisor Microfilm Services, State. Finally,

CPM found that Johnson had been assigned duties and responsibilities of a higher level than those associated with her permanent title. Thus, CPM concluded that the duties of Johnson's position were appropriately classified by the title of Supervisor of Operations, effective April 19, 2014.

On appeal to the Civil Service Commission (Commission), Johnson argues that her duties and responsibilities are more consistent with the title of Chief of Operations. She contends that she is responsible for the management, supervision and control of work programs for the Scanning Bureau of the Division of Revenue and Enterprise Services. In addition, she argues that she sets priorities for each of the work programs daily as well as provides direction to the private vendor's project manager. Johnson contends that she is responsible for the vendor's daily work output and quality control. She elaborates on the overall structure of the Division. In this regard, Johnson maintains that she has an "Acting Assistant Manager" that reports directly to her. Lastly, she maintains that she is responsible for the maintenance of equipment within the Bureau. Thus, Johnson argues that Chief of Operations, Treasury is the appropriate classification for her position.

CONCLUSION

The definition section of the job specification for Supervisor of Operations states:

Under direction of a supervisory official in a state department or agency, has direct responsibility for work operations of a division program operating area; does other related duties.

The definition section of the job specification for Chief of Operations, Treasury states:

Under direction of a supervisory official in the Department of the Treasury in a major revenue generating, collection or enforcement operation or support program, is directly responsible for the management, supervision, and control of work programs, operations and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does other related work.

A review of the record reveals that Johnson's position is properly classified by the title of Supervisor of Operations. Johnson manages the Mail and Document Preparation-Remittance Processing and Scanning section. An incumbent in the title of Chief of Operations, Treasury is a high-level administrative and policy influencing position with a significant focus on operations. In addition, an

incumbent in that title is generally the head of a specific program element, such as Processing Operations. However, Johnson supervises a *section* of the Processing Operations program. Though Johnson may oversee many employees and vendors, she is responsible for only a section of the overall Processing Operations program. Thus, the title of Chief of Operations, Treasury is not supported by Johnson's duties and responsibilities.

The title of Supervisor of Operations is more appropriate for Johnson's duties and responsibilities. A Supervisor of Operations is responsible for the management and control of a program operating area. Johnson's position supervises work operations of a division program operating section which includes planning work schedules; determining work priorities; coordinating activities; issuing and interpreting instructions; reviewing work for accuracy and completeness; resolving backlogs; analyzing problem areas and developing solutions; determining priorities to meet section goals/objectives and evaluating effectiveness of operations; planning, organizing and assigning work of the organizational unit and evaluating employee performance and conduct; and establishing and reviewing workflow procedures to maintain efficiency and effectiveness.

A review of Johnson's duties and responsibilities show that they are more supervisory than managerial. An important responsibility of the title Chief of Operations is the management, supervision and control of work programs, operations and staff. Managerial responsibility involves formulating and implementing directives, directing work toward specific goals and objectives, authority over employees, budgets and equipment, planning overall work operations, establishing priorities and deadlines, setting performance standards, and devising and planning methods and procedures. Supervisory responsibilities involve seeing that tasks are carried out, assigning and distributing work, passing on instructions, maintaining the flow and quality of work to fulfill objectives, making available or obtaining necessary material, equipment, and supplies, providing training and preparing employee evaluations. *See In the Matter of Joseph Blusnavage* (CSC, decided January 27, 2010). Accordingly, Johnson has failed to establish that CPM's determination, that her position is properly classified as a Supervisor of Operations, was incorrect.

ORDER

Therefore, the position of Sheree Johnson is properly classified as Supervisor of Operations, effective April 19, 2014.

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 4th DAY OF MARCH, 2015

Robert M. Czech

Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
Director
Division of Appeals and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

c: Sheree Johnson
Douglas Ianni
Kenneth Connolly
Joseph Gambino



Chris Christie
Governor
Kim Guadagno
Lt. Governor

STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
CLASSIFICATION AND PERSONNEL MANAGEMENT
P. O. Box 313
Trenton, New Jersey 08625-0313

Robert M. Czech
Chair/Chief Executive Officer

September 17, 2014

Ms. Sheree Johnson
[REDACTED]
[REDACTED]

RE: Classification Appeal, Supervisor Information Recording and Control, CPM LOG #03140371, Position #006335, EID #000316321

Dear Ms. Johnson:

This is to inform you, and the Department of the Treasury, of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted and a telephone audit conducted with you, and your immediate supervisor, Stephen Crescenzi, on July 29, 2014.

Issue:

You are appealing that your current permanent title of Supervisor Information Recording and Control, Treasury is not consistent with your current assigned duties and responsibilities. You contend that the title Chief of Operations, Treasury is an appropriate title for your position.

Organization:

Your position is located in the Department of the Treasury, Division of Revenue and Enterprise Services, Mail and Document Preparation – Remittance Processing and Scanning, and you report directly to Stephen Crescenzi. Your position directly supervises one (1) position of Supervisor Microfilm Services, State.

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Finding of Fact:

The primary responsibilities of your position include, but are not limited to the following:

- Planning, organizing, and directing the work activities of the Mail and Document Preparation – Remittance Processing and Scanning section that consists of 60 permanent employees.
- Evaluating employee performance and conduct that enables the effective recommendation of the hiring, firing, promoting, and disciplining of subordinates.
- Coordinating contract requirements with vendors, ensuring that deadlines and expectations are met.
- Ensuring that data sent over to the Office of Information Technology is completed appropriately.
- Overseeing the maintenance of records, reports, and files.
- Compiling a variety of reports for the review of upper management that include conclusions and recommendations.

Review and Analysis:

In reviewing your request, various titles were examined in relation to the overall duties being performed by your position to determine the appropriate classification for the tasks described by you and your supervisor.

Your position is currently classified by the title Supervisor Information Recording and Control, Treasury. The definition section of the job specification for this title states:

“Under general supervision in a state department or local government agency, completes analytical or other basic professional work required to provide or support the provision of building management, operation,

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maintenance, security, service and/or renovation programs; does other related duties as required."

A review of your position finds that your position has been assigned duties and responsibilities of a higher level than those associated with the title above.

Your classification appeal submission indicates that you believe the title Chief of Operations, Treasury is an appropriate title for your position. The definition section for this title states:

"Under direction of a supervisory official in the Department of the Treasury in a major revenue generating, collection or enforcement operation or support program, is directly responsible for the management, supervision, and control of work programs, operations and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does other related work".

A Chief of Operations, Treasury is responsible for the overall management and control of a major support program in an area such as Processing Operations.

The definition section of the job specification for the title, Supervisor of Operations states:

"Under direction of a supervisory official in a state department or agency, has direct responsibility for work operations of a division program operating area; does other related duties"

A Supervisor of Operations is responsible for the management and control of a program operating area.

A review of your position finds that the primary function of your position is to manage the Mail and Document Preparation – Remittance Processing and Scanning section. Your position supervises work operations of a division program operating section which includes planning work schedules, determining work priorities, coordinating activities, issuing/interpreting instructions, reviewing work for

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accuracy and completeness, resolving backlogs, analyzing problem areas and developing solutions; determines priorities to meet section goals/objectives, and evaluates effectiveness of operations; plans, organizes, and assigns work of the organizational unit and evaluates employee performance and conduct and establishes and reviews workflow procedures to maintain efficiency and effectiveness.

A thorough review and analysis of your position concludes that the preponderance of assigned duties and responsibilities, nature of work, and scope of responsibility associated with your position are best classified by the title of Supervisor of Operations.

Determination:

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by the title Supervisor of Operations (57684-S26) effective April 19, 2014.

The Civil Service Commission will work with the Department of the Treasury to effectuate this transaction.

The New Jersey Administrative Code 4A:3-3.5(c)1 states that "within 30 days of receipt of the reclassification determination, unless extended by the Commissioner in a particular case for good cause, the Appointing Authority shall either effect the required change in the classification of an employee's position; assign duties and responsibilities commensurate with the employee's current title; or reassign the employee to the duties and responsibilities to which the employee has permanent rights. Any change in the classification of a permanent employee's position, whether promotional, demotional, or lateral, shall be effected in accordance with all application rules.

Please be advised that in accordance with *N.J.A.C.* 4A:3-3.9, you may appeal this decision within twenty (20) days of receipt of this letter. This appeal should be addressed to Written Records Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination being appealed as

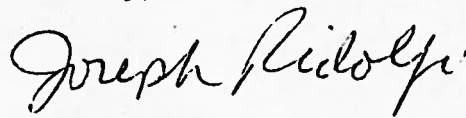
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well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,

A handwritten signature in cursive script that reads "Joseph Ridolfi".

Joseph Ridolfi, Team Leader
Classification and Personnel Management

JR/tc

c: Ms. Laura Budzinski
PMIS Unit, CSC