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STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Lauren Helmstetter,  
Keyboarding Clerk 2 (PM0664U),  
Brick

Examination Appeal

CSC Docket No. 2017-1469

ISSUED: MAR 09 2017 (HS)

Lauren Helmstetter appeals the determination of the Division of Agency Services (Agency Services), which found that she did not meet the experience requirement for the promotional examination for Keyboarding Clerk 2 (PM0664U), Brick.

The subject examination was announced with a closing date of April 21, 2016 and was open to employees in the non-competitive division who had an aggregate of one year of continuous permanent service as of the closing date, who were serving in a title to which the announcement was open including the title of Keyboarding Clerk 1 and who met the listed requirements. These requirements included one year of clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, reports, charts, forms and other materials. The resulting eligible list containing the names of nine eligibles promulgated on October 27, 2016 and expires on October 26, 2019. A certification containing the names of eight eligibles was issued on November 2, 2016. The disposition of this certification has not yet been recorded by this agency.

On her application, the appellant listed her experience as a Keyboarding Clerk 1 with Brick from June 2013 to the closing date. This position was determined to be inapplicable. Thus, Agency Services determined the appellant lacked one year of applicable experience.

On appeal, the appellant states that her experience in the position of Keyboarding Clerk 1 gives her years of experience entering data and producing

documents and forms. She states that this position included the following responsibilities: intake and review of permit applications; ensuring that all prior approvals and paperwork are filled out completely and accurately; checking the validity of seals, signatures and dates; input, data entry and fee calculation for corrections and completeness upon permit application issuance; taking in checks and cash in-person and by mail; scheduling inspections and reviewing inspection reports; writing up monthly reports; and providing information at the front counter and via phone to homeowners and/or contractors and directing them to appropriate personnel if necessary. In addition, the appellant submits a letter of support from the appointing authority. The appointing authority states that the appellant has been performing clerical work, entering data and producing documents and forms since June 2013. The appointing authority also states that the appellant performs the following duties: intake of permit applications; reviewing zoning applications; performing data entry on all permits and applications; calculating required fees; and maintaining records and files.

### 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.

Initially, it is noted that Agency Services correctly determined that the appellant was not eligible for the subject examination. However, on appeal, the appellant provides a letter of support from the appointing authority that verifies her duties in the position of Keyboarding Clerk 1. Although the appellant's experience does not precisely mirror the requirements listed on the announcement, the Civil Service Commission is satisfied that the totality of her varied clerical and keyboarding experience warrants her admission to the subject examination. Therefore, based on the totality of the circumstances in this matter, good cause is present to permit the appellant's application to be processed.

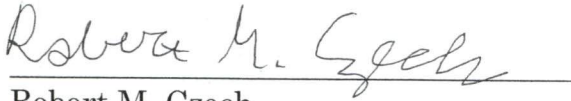
The remedy provided herein is limited to the facts of this case and may not be used as precedent in any other matter.

### 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 9<sup>TH</sup> DAY OF MARCH, 2017



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