



STATE OF NEW JERSEY

In the Matter of Brett Goebel,
Stockton University

CSC Docket No. 2023-2695

**FINAL ADMINISTRATIVE ACTION
OF THE CHAIR/
CHIEF EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION**

Classification Appeal

ISSUED: August 18, 2025 (SLK)

Brett Goebel appeals the determination of Stockton University (University)¹ that the proper classification of his position with the University is Professional Services Specialist 4 Administrative Services (PSS4). The appellant seeks a Professional Services Specialist 3 Administrative Services classification.

The record in the present matter establishes that the appellant's permanent title is PSS4. The appellant sought reclassification of his position, alleging that his duties were more closely aligned with the duties of a PSS3. The appellant reports to the Director of Student Accounts and University Bursar. In support of his request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the duties that he performed as a PSS4. The University reviewed and analyzed the PCQ and all information and documentation submitted. It also interviewed the appellant and his supervisor. In its decision, the University determined that the duties performed by the appellant were consistent with the definition and examples of work included in the job specification for PSS4.

¹ Pursuant to a Delegation Order, Memorandum of Understanding (Delegation Order), signed May 25, 2023, the University was delegated the authority to review the position reclassification requests of its employees, request additional information, if needed, conduct desk audits, where warranted, and issue written decision letters with appeal rights to the Chairperson of the Civil Service Commission.

On appeal, the appellant states that he disagrees with the determination because he asserts that his duties align with the PSS3 duties which involve independent analysis, judgment, liaison responsibilities, financial oversight, and report-driven recommendations. He presents examples of his analysis and recommendations including analyzing registration and balance reports and recommending student drops for nonpayment; developing and proposing payment arrangement timelines that align with institutional billing cycles; directing system anomalies and recommending technical adjustments, such as correcting discount application errors and payment plans not properly calculated; and monitoring report data to recommend policy actions on high-risk groups, such as housing cancellations for students registered in zero credits, student with past due balances, at-risk students preparing to be placed in collection, and students with failed payments.

The appellant presents that he is the TouchNet Administrator with Ellucian Banner Integration where he independently oversees the payment gateway system with deep integration into the University's Enterprise Resource Planning system. He indicates that he uses a suite of integrated enterprise tools to collect, interpret, and act on data extracted from Ellucian Banner. He states that in addition to technical and operational reporting duties, he meets weekly with a group to discuss at-risk students, and he contributes insight from a billing and account perspective to support student retention and financial stability. Further, he assigns and oversees the work of temporary employees during critical periods targeting at-risk students. Additionally, the appellant provides that he independently manages all contracts, requests for proposals, and requisitions for the Bursar's Office, from initial vendor evaluation through invoice reconciliation. He presents both third-party collections and in-house payment arrangements, leveraging Banner extensively to maintain compliance, track payments, and reconcile accounts. The appellant states that he independently manages the University's participation in the State's Set-Off of Individual Liability (SOIL) program, which is a State-regulated process that allows the University to recover unpaid student balances through intercepted State income tax refunds. He notes that this program demands strict adherence to State compliance standards, technical proficiency, and judgment in evaluating eligibility and financial accuracy. The appellant provides that he is responsible for the full upkeep and oversight of all student deposits across housing, admissions, and other University financial requirements. He states that he serves as the primary administrator and liaison for Grad Guard Tuition Insurance, a third-party vendor offering student tuition reimbursement coverage for medical or emergency withdrawals. The appellant presents that he independently manages the financial components of faculty-led international and domestic study abroad trips, coordinating with the Office of Global Engagement, students, and Financial Aid. He submits that he maintains and updates the Bursar's Office public-facing website and internal pages. The appellant indicates that to minimize external placements, he set up and manages in-house six-month payment arrangements with delinquent

students. He provides that he regularly edits and presents to the Bursar's Office content at Open House events and orientations.

Additionally, the appellant describes in detail the specific duties he performs for each of the aforementioned areas and how he believes that these duties align with a PSS3 classification. He argues that the scope, complexity, and level of independent judgment required in his position significantly exceeds a PSS4 classification. The appellant contends that his data analysis, fiscal oversight, contract and vendor management, interdependent coordination, student financial counseling, third-party system administration, and public representation duties align with the PSS3 job specification.

Further, the appellant presents documentation to support his assertions. He submits a statement from his supervisor who confirms that the appellant accurately described his duties. The appellant submits numerous emails to support his argument. A sampling of those emails include the appellant directing a payment be processed; scheduling a tuition repayment plan, requesting further analysis to determine accuracy regarding a student being removed from a Pell Grant; presenting students who have past due balances and recommending to continue processing payments; discussing internally a student who had his summer housing cancelled due to a delinquent balance who was looking for an extension; and other similar emails and other communications.

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 PSS4 job specification states:

Under the coordination of a Professional Services Specialist 2 or higher supervisory officer in the Administrative Services area at a State college, is responsible for performing basic professional functions using established policies, procedures, precedents, and guidelines; does related work as required.

The definition section of the PSS3 job specification states:

Under the direction of a Professional Services Specialist 2 or higher supervisory officer in the Administrative Services area at a State college, is responsible for independently performing professional work of

greater difficulty using established policies, procedures, precedents, and guidelines; does related work as required.

In this present matter, a review of the job specifications indicates that the distinguishing factor between the two titles is that PSS4s perform “basic” professional functions while PSS3s independently perform professional work of “greater difficulty.” A review of the appellant’s PCQ, the interviews with the appellant and his supervisor, and his appeal submissions indicate that the appellant is primarily performing technical and administrative duties. Concerning the appellant’s characterization of his analysis and independent judgment, he generates reports and may perform basic analysis. For example, the appellant provided documentation that he ran a report that indicated how many students have zero credits and then requested that these students be proceed for cancellation because they have no current payment activity. Similarly, he provided documentation that he worked with a student to set up a tuition payment plan. However, this type of analysis cannot be considered of “greater difficulty.” Additionally, the fact that the appellant presents many varied responsibilities does not signify that these duties rise to the level of “greater difficulty.” It is also noted that how well or efficiently an employee does his or her job, length of service, volume of work and qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees are classified. See *In the Matter of Debra DiCello* (CSC, decided June 24, 2009).

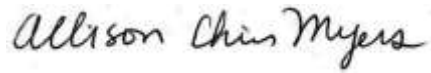
Referring to the appellant’s claim that his duties as a PSS4 align with the PSS3 examples of work, the fact that some of an employee’s assigned duties may compare favorably with some examples of work found in a given job specification is not determinative for classification purposes, since, by nature, examples of work are utilized for illustrative purposes only. Moreover, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. For purposes of determining the appropriate level within a given class, and for overall job specification purposes, the definition portion of the job specification is appropriately utilized.

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 ON
THE 18TH DAY OF AUGUST, 2025



Allison Chris Myers
Chair/Chief Executive Officer
Civil Service Commission

Inquiries
and
Correspondence

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

c: Brett Goebel
 Craig Bickley
 Division of Agency Services
 Records Center