



**STATE OF NEW JERSEY**

In the Matter of Alexandria  
Rodriguez, Department of Labor and  
Workforce Development

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

CSC Docket No. 2025-2619

Classification Appeal

**ISSUED: August 20, 2025 (SLK)**

Alexandria Rodriguez appeals the determination of the Division of Agency Services (Agency Services) that the proper classification of her position with the Department of Labor and Workforce Development (DLWD) is Interviewer. The appellant seeks an Employment Counselor classification.

The record in the present matter establishes that the appellant's permanent title is Interviewer. The appellant sought reclassification of her position, alleging that her duties were more closely aligned with the duties of an Employment Counselor. In support of her request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the duties that she performs as an Interviewer. Agency Services reviewed and analyzed the PCQ, an organization chart, the appellant's Performance Assessment Review (PAR), and statements from the appellant and her supervisors.

Agency Services found that the appellant's primary duties and responsibilities entailed, among other things, providing job seekers with an inclusive assessment, employability plan, and referral to appropriate services in a One-Stop Career Center; providing a matching of job openings and recruitment opportunities based on the job seekers' experience, education, and skills; ensuring proper guidelines are met and documentation is entered correctly into the system regarding the Re-Employment Services and Eligibility Assessment (RESEA) program; keeping active job seekers informed and engaged through regular follow-ups targeted to their needs; and

assisting walk-in clients, answering and screening incoming calls, and providing information and resources. In its decision, Agency Services determined that the duties performed by the appellant were consistent with the definition and examples of work included in the job specification for Interviewer.

On appeal, the appellant states that one of the duties of an Employment Counselor under its job specification definition is to provide assistance in researching and preparing job opportunities. She presents emails to demonstrate that she assisted clients by going outside the DLWD job search engines where she provided additional specific job opportunities for clients. Further, she notes that assisting applicants with creating resumes reflective of 21<sup>ST</sup> century styles which highlight the specific attributes and accomplishment necessary for the applicant to successfully apply for employment openings and resume critique are examples of work of an Employment Counselor, and she submits an email to show that she works with clients on their resumes.

Additionally, the appellant indicates that she has been tasked with completing RESEA program Lead and Backup Coordination duties. She asserts that her duties related to RESEA Coordination are greater than Interviewer duties. The appellant provides that she interacts with at least 25 to 60 RESEA-related individuals who are in the course of completing RESEA requirements, and she makes spreadsheets, rosters, and schedules necessary for the RESEA program at the Cumberland County One-Stop Career Center. She submits an email to depict work assigned to Interviewers and Employment Counselors. She describes in detail the process involved in completing the RESEA reports and states that no other Interviewer completes such reports. Further, the appellant presents that she contacts 25 to 60 RESEA clients each week to confirm appointments, prescreen clients to assign to Interviewers/Counselors, answer client questions, and counsel clients on potential benefits such as unemployment, vocational rehabilitation services, public assistance and veterans' services. She notes that Counselors ask her for assistance regarding LOOPS, which provides information about unemployed insurance claimants and is traditionally only available to counselors, Managers, and supervisors. Also, the appellant highlights that assigning caseloads to other employment counselors and providing technical assistance for counseling personnel are examples of work for Employment Counselors. She submits emails to show that management asked her to reschedule all customers belonging to a counselor and to introduce and provide an overview of the RESEA program to a higher-titled counselor. The appellant states that she also provides orientation sessions. She believes that if she is training employees in higher-level titles, she should share a like-title. The appellant indicates that Senior Employment Counselors establish and maintain files, which she also does.

Moreover, the appellant indicates that assigning caseloads to counselors is a Senior Employment Counselor duty, and management has now taken that duty away

from her. However, she reiterates that counselors still ask for her expertise on RESEA. The appellant notes that she reviews inputted information for RESEA to ensure that reports are accurate. She states that she has interacted with over 3,000 RESEA-related individuals in her coordination capacity. The appellant emphasizes that her supervisors agree that she spends more time as a coordinator than as an Interviewer.

The appellant also indicates that she was denied the opportunity to interview for the Employment Counselor Trainee role. She states that the DWLD denied her this opportunity because it stated that she did not meet the education requirements. Additionally, as the appellant contends that she has been performing the tasks of an Employment Counselor Trainee for over two years, she requests the title and pay of an Employment Counselor. She presents an email where a Manager states that she is more than qualified although the Manager was not sure if she met the education requirements, and Human Resources responded that she did not meet the education requirements. The appellant explains in detail why she believes that she meets the requirements for Employment Counselor Trainee.

## 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 Interviewer job specification states:

Under the close supervision of an Employment Supervisor or Manager, in the [DLWD], delivers employment-direct services such as assessment, and employability plan to jobseekers in a One-Stop Career Centers; documents work in the One-Stop case management system; does other related duties as required.

The definition section of the Employment Counselor job specification states:

Under the limited supervision of an Employment Supervisor or [M]anager in the [DLWD] or in a local government jurisdiction, provides career counseling and related employment-directed services to job seekers; assists in resolving problems related to occupational choice, change, or adjustment; provides assistance in researching and preparing for job opportunities, and/or provides basic or occupational skills training to achieve an industry valued credential and career path; does other related duties as required.

In this matter, a review of the definition sections for the job specifications for Interviewer and Employment Counselor indicates that the key differentiator between the two titles is that Employment Counselors provide career counseling while Interviewers do not. The appellant argues that her position should be classified as an Employment Counselor based on her RESEA responsibilities. However, a review of the record indicates these duties are not career counseling duties but are more administrative in nature. For example, on the appellant's PAR, her supervisor stated that the justification for her Interim Evaluation was that the appellant is "proficient in scheduling RESEA appointments for staff, issuing reminder calls to participants, submitting RTW reports, and accurately data entering customer activities in both AOSOS and LOOPS. Demonstrates a high level of responsibility for the RESEA program data management and outcomes. Communicates with Manager/Supervisor and staff to address potential problems or issues in a timely fashion." It is noted that scheduling appointments, issuing reminder calls, submitting reports and accurately entering data are administrative duties and not career counseling duties. Further, the appellant indicated that she agreed with the Interim Justification. Additionally, on the appellant's PCQ, the Program Manager or Division Director indicated that the appellant has not been given any counseling duties, nor does she have access to the Counseling Screen in AOSOS to enter counseling statements. Moreover, scheduling appointments is an administrative task and is not the same as higher-level lead worker duties where the lead worker has specific named employees that the lead worker assigns work to on a regular and recurring basis and is responsible for the performance of the employee. Additionally, whether the appellant meets the education requirements for Employment Counselor position or whether a supervisor believes that she can successfully perform the duties of an Employment Counselor is not relevant to the position classification review determination as to whether the appellant is currently primarily performing the duties of an Employment Counselor. Further, the fact that the appellant is a resource for Employment Counselors regarding the RESEA programs and the LOOPS database does not signify that she is primarily performing career counseling duties. Similarly, the fact that the appellant may have different duties than other Interviewers does not signify that she is primarily performing career counseling duties.

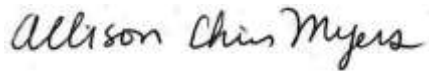
Concerning any claim that the appellant is making that her duties compare favorably with an Employment Counselor's examples of work, the fact that some of an employee's assigned duties may compare favorably with some examples of work found in a given job specification is not determinative for classification 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. As the appellant's primary duty is not career counseling, her position is appropriately classified as an Interviewer.

**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 19<sup>TH</sup> DAY OF AUGUST, 2025



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