



**STATE OF NEW JERSEY**

In the Matter of Mahjabeen Shah,  
Trenton Psychiatric Hospital,  
Department of Health

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

CSC Docket No. 2025-2636

Classification Appeal

**ISSUED: August 18, 2025 (SLK)**

Mahjabeen Shah appeals the determination of the Division of Agency Services (Agency Services) that the proper classification of her position with Trenton Psychiatric Hospital (TPH), Department of Health, is Administrative Assistant 3 (AA3). The appellant seeks a Program Specialist 2, Social/Human Services (PS2) classification.

By way of background, the appellant, who was provisionally serving as a PS2, applied for a PS2 (PS3893H), Department of Health, promotional examination. Agency Services determined that the appellant was ineligible as it did not credit her for any experience. On appeal, in *In the Matter of Mahjabeen Shah* (CSC, decided August 14, 2024), the Civil Service Commission (Commission) denied the appeal as it also found that the appellant was not performing the required duties, including while serving provisionally as a PS2. Therefore, the Commission ordered that the classification of the appellant's provisional position be referred to Agency Services.

The record in the present matter establishes that the appellant's permanent title is Technical Assistant (class code A12), and she was provisionally serving as a PS2 (class code P21) at the time of the classification review. The appellant submitted a Position Classification Questionnaire (PCQ) detailing the duties that she performed as a PS2. Agency Services reviewed and analyzed the PCQ, a TPH organizational chart, the appellant's recent Performance Assessment Review (PAR), and other submitted information and documentation.

Agency Services found that the appellant's primary duties and responsibilities entailed, among other things, responsibility for various administrative duties such as maintaining the calendar, scheduling appointments and meetings, compiling monthly reports for the Director of Nursing (DON), *etc.*; preparing and reviewing investigative reports for the DON and preparing a monthly report for the Chief Executive Officer detailing overtime concerns; creating the annual staffing schedule and analyzing staffing patterns to ensure proper unit coverage in a 24/7 facility according to operational needs, Joint Commission standards, and channel strategies; coordinating officer operations including daily completion of tasks and addressing deficiencies through corrective actions as necessary, training and development of new staff, and creating rotational overtime listings; ensuring related policies and protocols are being followed with respect to sign-up and staff contacts and keeping staff informed of changes to policies or procedures; and acting as a liaison with partner departments and sister hospitals providing support services and helping to determine promotional priorities. 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 AA3. Additionally, Agency Services noted that the appellant had supervisory duties and both the PS2 and AA3 titles were in the "P" employer relations group (ERG), which is not a supervisory ERG. Therefore, it also determined that the appellant's supervisory duties, including Performance Assessment Review (PAR) responsibilities, needed to be removed.

On appeal, the appellant presents that she has been provisionally serving as a PS2 since February 2024. The appellant describes her duties in this position as managing the shortage of nurses and workers for the TPH. She states that she provides advice and assistance to institutional and community agency staff as needed. The appellant indicates that she strives to maintain working relationships with all who are involved in the operation, and she develops comprehensive reports. She provides that she evaluates programs, recommends improvement, participates in the development of service delivery plans, prepares changes to operations and procedure manuals, participates in conferences and meetings with other hospitals, and ensures compliance with State and federal laws and regulations.

Additionally, the appellant states that she monitors and develops State program evaluation strategies, conducts onsite audits to ensure compliance with State and federal regulations, assists her supervisor with the evaluation of employees, compiles monthly staffing reports summarizing hires, separations, and position vacancies which are submitted to the DON for review and improvement, creates new employees schedules, prepares holiday rotations to prevent staffing shortages, and maintains essential records and files. She notes that she is comfortable using the hospitals electronic and manual systems.

The appellant believes that she was denied the opportunity to sit for the PS2 promotional examination test because she was determined to lack three years of

program specialist experience, but she indicates that she has more than four years of applicable experience with TPH and more than 16 years of experience throughout her career. She asserts that there was no basis to support the decision not to admit her to the PS2 test, and she requests a “revision” of that decision.

## 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 AA3 job specification States:

Assists the head of a Bureau or Service in a State department, institution, or agency by performing and coordinating administrative support services: does other related work.

The definition section of the PS2 job specification states:

Under the direction of a Program Specialist 3 or 4, Social/Human Services, or other supervisory officer in a State department or agency, takes the lead over professional and/or technical staff engaged in program activities; performs professional, administrative and analytical work to promote the planning, operation, implementation, monitoring and/or evaluation of human or social services programs; does other related duties as required.

**SPECIAL NOTE:** An incumbent in this class conducts in-depth analysis, reviews program proposals, evaluates and monitors program activities, and prepares recommendations aimed at developing, implementing, or modifying social/human services programs. Tasks are assigned; incumbents at this level have greater responsibility and latitude to organize assignments and may recommend methods needed to achieve objectives. Incumbents may provide guidance to lower-level staff.

In this matter, on the appellant’s PCQ, in addition to supervising duties that took 25 percent of her time, the appellant indicated that she spent 30 percent of her time responsible for various administrative duties such as maintaining calendars, scheduling appointments and meetings, compiling staff reports for the DON and other administrative duties. Additionally, the appellant provided that she spent 15 percent of her time creating and implementing 28-day schedules, reviewing leave request and analyzing staffing pattern to ensure coverage. Further, the appellant

listed that she spent 10 percent of her time creating and maintaining rotational overtime listings, ensuring related policies and protocols were followed with respect to sign-up and staff contacts, and creating and implementing lists and contacts to ensure proper coverage in the event of call-outs. The appellant identified the remaining 20 percent of her time as meeting with partner departments and sister hospitals to determine promotional priorities and ensuring appropriate staff are informed of key developments, working with human resources on new employee recruitment and ensuring that all paperwork has been provided for onboarding, reviewing and modifying staffing policies and procedures as necessary, responsibility for providing staff for outside trips and other hospitals events, and preparing correspondence for the nursing department.

A review of the subject job specification definitions indicates that AA3s primarily perform administrative duties while PS2s primarily conduct in-depth analysis. Further, an examination of the appellant's PCQ indicates that she spends the majority of her time performing administrative duties assisting the DON. Therefore, Agency Services correctly determined that the classification of the appellant's position is AA3. Further, to the extent that the appellant is contending that that she conducts in-depth analysis and other duties that rise to the level of a PS2, 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.

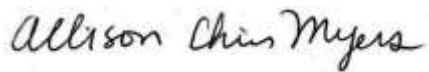
Concerning the appellant's statement that she is requesting a "revision" of the Commission's prior decision that did not allow her to sit for the PS2 (PS3893H) promotional examination, the Commission denied the appellant's appeal of that determination in an August 14, 2024, decision. Under *N.J.A.C. 4A:2-1.6(a)*, the appellant had 45 days to petition the Commission for reconsideration of that decision. However, the appellant's appeal, which was postmarked May 27, 2025, is well past the time to reconsider that decision. The subject matter is the appropriate classification of her position and not the admittance to a PS2 promotional test. Regardless, based on the information presented in the subject classification appeal, there would be no basis to reconsider the aforementioned PS2 eligibility decision as the appellant's primary duties were administrative and not planning, monitoring, coordinating, implementing, modifying, and/or evaluating a social or human services program as required for eligibility for the PS2 promotional examination. In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004).

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



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