



**STATE OF NEW JERSEY**

In the Matter of Megan Kellerman  
and Felice Taylor, Supervising  
Family Service Specialist 1  
(PS8311K), Department of Children  
and Families

CSC Docket Nos. 2022-2691 and  
2022-2811

**FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION**

Examination Appeals

**ISSUED: MAY 23, 2022 (SLK)**

Megan Kellerman and Felice Taylor request to file late applications for the promotional examination for Supervising Family Service Specialist 1 (PS8311K), Department of Children and Families. These appeals have been consolidated due to common issues presented.

The examination at issue was announced with requirements that had to be met as of the April 21, 2022, closing date. Agency records indicate that 563 employees applied for the subject examination and 557 were admitted. The list has not yet promulgated as the test has not yet been scheduled.

In Kellerman's request, she presents that she has over 16 years of experience with the appointing authority. She states that she was delayed in submitting her application because of a couple of different factors during the application filing period. Kellerman explains that she had unexpected travel plans that took her out of state to see family. Further, Kellerman explains that the main reason she was unable to complete her application by the deadline was that she experienced technical difficulties with her home computer causing her to have issues with the Online Application Systems (OAS). She indicates that she attempted to save and submit her application, but she timed out and the OAS did not save her information.

Taylor explains that she attempted to use the OAS to submit her application several times, but was unsuccessful. She claims that she was unable to get a live

person to assist her. Therefore, she sent an email asking for assistance and was advised to appeal. Taylor submits an email to OAS Support that she sent at 9:17 p.m. on the April 21, 2022, closing date asking for assistance.

## CONCLUSION

*N.J.A.C.* 4A:4-2.6(a)4 states that applicants for promotional examinations must meet all requirements by the announced closing date, including filing an application on or before the application filing date. *N.J.A.C.* 4A:4-2.1(e) states that applications for open competitive and promotional examinations shall be submitted to the Civil Service Commission no later than 4:00 p.m. on the announced application filing date. *N.J.A.C.* 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

In this matter, a review of the OAS does not indicate any records that demonstrate that either petitioner started their application prior to 4:00 p.m. on the April 21, 2022, closing date. Further, a review of Information Center staff records does not indicate that either petitioner emailed or called for OAS assistance prior to 4:00 p.m. on the April 21, 2022, closing date. Instead, records indicate that Taylor accessed and modified her OAS account at 8:45 p.m. on the night of the closing date and she emailed for OAS support at 9:17 p.m.<sup>1</sup> on the night of the closing date while Kellerman did not make any attempts to receive OAS support. Therefore, as neither petitioner has provided any evidence that they started their applications prior to the 4:00 p.m. on the April 21, 2022, closing date or that they attempted to seek OAS support by email or phone prior to 4:00 p.m. on the closing date, there is no basis grant their requests.

## ORDER

Therefore, it is ordered that these requests be denied.

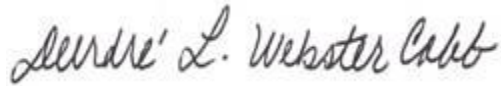
This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

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<sup>1</sup> While Taylor claims she was unable to get a live person for assistance, since she did not email OAS support until 9:17 p.m. on the closing date and she has not provided any evidence that she called for OAS support prior to the 4:00 p.m. deadline, it assumed that she called for OAS support after 4:00 p.m. on the closing date. This agency's website states:

**Customer Care and Technical Support:** If you are having difficulty submitting your application online, customer care and technical support are available during regular business hours, 8:00 a.m. to 4:00 p.m. EST, Monday - Friday, excluding holidays and emergency closings. For assistance [click here](#) or call (609)292-4144. Please note that application support requests received outside regular business hours on the closing date will not change the application filing deadline so **PLEASE FILE EARLY.**

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 18<sup>TH</sup> DAY OF MAY, 2022



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Deirdré L. Webster Cobb  
Chairperson  
Civil Service Commission

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