

B-29



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Wilma Machado,
et al., Human Services Specialist 1
(C0446S) and Human Services
Specialist 1, Bilingual in Spanish and
English (C0447S), Hudson County

Examination Appeals

CSC Docket Nos. 2015-595
2015-570
2015-569
2015-526

ISSUED: NOV 07 2014

(RE)

Wilma Machado and Jessenia Silverio appeal the determinations of the Division of Selection Services which found that they did not meet the education requirements, per the substitution clause, for the open-competitive examination for Human Services Specialist 1 Bilingual in Spanish and English (C0447S), while Tanisha Skipworth and Jessenia Silverio appeal the determinations of the Division of Administrative Support and Logistics (DASL) which found that they did not meet the education requirements, per the substitution clause, for the open-competitive examination for Human Services Specialist 1 (C0446S), Hudson County. These appeals have been consolidated due to common issues presented by the appellants.

The subject examinations were open to residents of Hudson County and New Jersey who met the announced requirements as of the June 6, 2014 closing date. These requirements included possession of 60 semester hour credits from an accredited college or university. Applicants who did not possess the required education could substitute the following experience on a year for year basis with 30 semester hour credits being equal to one year of experience: experience involving any combination of the following: 1) securing/verifying information and making determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims; 2) investigations involving the collection of facts and information by observing conditions, examining records, interviewing individuals, and preparing investigative reports of findings; or 3) investigating, establishing, and/or enforcing support obligations in a welfare board or agency, court system, or related agency. The examination with the

bilingual variant (C0447S) also required applicants to be able to read, write, speak, understand and communicate in English and Spanish sufficiently to perform the duties of the position. The appellants were found to be below the educational requirements, per the substitution clause, for the subject promotional examinations. However, 745 candidates have been admitted to the examination for (C0446S), and 184 candidates have been admitted to the examination for (C0447S), but the examinations have not yet been held.

Ms. Machado indicated on her application that she had 18 college credits, and therefore was required to have 1 year, 4 months of applicable experience. She listed experience in one position, Social Worker with Hudson County Juvenile Detention Center. This experience was not substitutable, and Ms. Machado was found to be lacking 42 college credits. On appeal, Ms. Machado argues that her experience as a Social Worker for the past ten years should make her an eligible candidate. She provides a listing of certifications she has earned and a detailed listing of the duties of her position.

Ms. Silverio indicated that she had 39 college credits, and thus was required to have 8 months of required experience. She listed four positions on her applications: Program Coordinator for Suits for Success; Executive Assistant for Dress for Success, Inc.; Direct Sales Coordinator with Comcast Cable Communications; and Claims Specialist with a ZHN Auto Repair. This experience was not an acceptable substitute, and Ms. Silverio was found to be lacking 21 college credits. On appeal, Ms. Silverio describes her position as a Program Coordinator for Suits for Success, and submits a resume with more detailed duties for each of the positions on her application, and which has two more positions.

Ms. Skipworth indicated she had 32 college credits and therefore was required to have one year of applicable experience. She listed four positions on her application: Document Control Analyst (part-time, 20 hours per week) and Customer Care Analyst with Kelly Services/Johnson and Johnson; "Contracts" with Breeze Eastern; Billing Specialist with Elizabethtown Water Company. This was not acceptable substitutable experience, and Ms. Skipworth was found to be lacking 28 college credits. On appeal, Ms. Skipworth contends that she has "15 years plus of experience with securing/verifying information, making determinations and or recommendations, as well as securing, collecting/preparing, investigating personal/confidential information and preparing reports." She states that in addition to enthusiasm in performing well, she possesses the technical and analytical skills necessary for the position, and she submits her resume with additional duties for each position.

N.J.A.C. 4A:4-2.3(b) provides that applicants shall meet all requirements specified in the open competitive examination announcement by the closing date.

CONCLUSION

In the instant matter, the appellants were required to possess 60 semester hour credits from an accredited college or university. The appellants each possess less than 60 credits, and therefore must meet the experience requirement listed in the substitution clause.

A review of the appellants' applications indicates that each one does not list applicable substitutable experience. 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).

Ms. Machado described her Social Worker position as responsible for conducting intakes and MASIs (Massachusetts Screening State Report) meeting the social services needs of each juvenile; opening and closing files when necessary; allowing juveniles to make court calls; participating in the classification process; and having contact with residents, Attorneys and Probation Officers. On appeal, she indicates additional duties which include referrals to mental health facilities and other agencies, and providing residents with crisis intervention, intensive counseling, cognitive behavior modification and addiction focused therapy. Clearly, the primary focus of this position does not match the announced experience requirement. She does not, on a daily basis, have a main duty making determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims; performing investigations involving the collection of facts and information by observing conditions, examining records, interviewing individuals, and preparing investigative reports of findings; or investigating, establishing, or enforcing support obligations in a welfare board or agency, court system, or related agency. Her experience does not qualify as a substitute for education and she lacks 42 college credits. The various certifications that she provides have no bearing on this determination, as certifications were not an acceptable substitute for college credits.

Ms. Silverio indicated that her Program Coordinator position requires her to engage in public speaking opportunities and outreach to promote and heighten program visibility; attend conferences, forums, and serve as a representative of Suits for Success (SFS)/Dress for Success Hudson County (DFS); ensure an optimal experience for all SFS clients; support the full continuum of services offered at SFS; oversee the planning, implementation and execution of SFS/DFS programming, the formative and summative evaluation of all SFS/DFS programming, and the timely collection, compilation, aggregation and submission of all qualitative and quantitative data via various reporting modules; oversee the tracking of all databases (*i.e.*, client, donor, program); stay abreast of program developments and

work force trends, and contribute to the sharing of best practices through participation in organization-wide conference calls, conferences, etc.; and recruit Professional Women's Group Equipped for the Future Going Places Network. In additional duties provide on appeal, the appellant indicated that her "quality assessment plan reflects specific program goals, measureable client learning outcomes, the direct and indirect assessment methods used to demonstrate the attainment of each outcome, a well-articulated plan for timely implementation, the intervals at which evidence is collected and reviewed. After, the compilation of the raw data I will then continue to be responsible for the collection and review of evidence, and use of findings to inform, confirm, and support program level change and accomplishments." The primary focus of this position is to coordinate programs for clients and assess the success in the work of meeting program goals. The appellant is not making eligibility determinations or investigations on a daily basis, and this is not qualifying experience.

As an Executive Assistant with Dress for Success, Inc., the appellant indicated that she inputted client data and managed a database while ensuring data was available for reports; actively participated in the community events and represented the organization; assisted with additional daily tasks or special projects as necessary, such as brochures, telephone calls, sorting, memos, correspondence and a variety of clerical duties; prepared tax donation receipts; greeted all visitors/clients; answered all inquiries and directed visitors and clients to appropriate staff or departments; resolved administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions; completed preventive maintenance requirements for office equipment; called for repairs; maintained equipment inventories; evaluated new equipment and techniques; and maintained supplies and inventory by checking stock to determine inventory level. This is clearly inapplicable and does not have any of the three areas of experience as the primary focus.

The appellant's position as a Direct Sales Coordinator was also titled by her as Direct Sales Representative. Duties relating to sales are not applicable. As a Claim Specialist with ZHN Auto Repair, the appellant handled all customer administrative and work documentation procedures; arranged for pickup of customer vehicles and delivery of rental cars; handled the insurer interface and communicated with customers and insurance companies on repairs, timing of completion, warranty coverage, etc.; handled the property damage claims; ordered and managed parts; ensured production meetings; and taught customer service to other members of the team. Again, the primary focus of this position did not involve the aspects of the announced substitutable experience. As none of her experience as applicable, Ms. Silverio lacks 21 college credits for both examinations.

Ms. Skipworth described her experience as a Document Control Analyst as maintenance of a central database; controlled supply of classified and unclassified

documents originating within the organization; securely verifying documents to determine pre-established classification level based on contracts or security manual and distribution requirements; processing distribution requests according to established procedures; ensuring generation of quality assurance checklist for product release packages in support of production schedules; and maintaining a secure computerized document revision system, a periodic review system, and status tracking for all process-related documents and records. This is clearly inapplicable, as it does not match the announced experience requirements. As a Customer Care Analyst, she provided customer billing, analytical support, and supply chain management services to the Johnson & Johnson Cordis Cardiology franchise; processed credit and debit transactions and issued credit adjustments to the claim resolution process; performed accurate data entry and reconciliation via Systems Applications and Products; adhered to meeting service level agreements as required by policies and procedures; prioritized and managed a workload from several different sources and partnered with other team members and internal departments to research, resolve and reconcile account issues and discrepancies; and monitored, investigated, and responded to a high volume of mailbox and telephone inquiries. This was customer service, and the primary focus was not securing or verifying information and making determinations or recommendations relating to eligibility or qualifications of applicants for loans or credit.

Ms. Skipworth's position as "Contracts" was also entitled "Customer Support Analyst" on her resume. In this position, she stated that she was responsible for processing and tracking all commercial and government contract warranty claims for Overhaul & Repair with subcontractors and ensuring the closure and processing of work orders; testing and integrating Enterprise Resource Planning Systems for Product and customer support department; developing a tracking system for substantial monetary government orders and items being returned to stock on a timely basis; executing customer agreements, providing estimates, and determining warranty and repair status; preparing all final shipping documents including government documents, export documents, and Federal Aviation Administration Authorized Release Certificates; and utilizing Industrial and Financial Systems to track and forecast parts orders for the Customer/Product support department. This has no relationship to the announced experience requirement. As a Billing Specialist, Ms. Skipworth responded to customer requests and inquiries concerning services, products and billing and updated customer accounts as needed; transferred misdirected customer requests to the appropriate department; prepared field orders; answered complex credit and billing inquiries; analyzed customer credit status, collected facts, quoted amount due, authorized extensions, and made arrangements for payment of past due bills, final bills, and returned checks; and coordinated work requests with appropriate departments and service centers and informed customers of action taken. None of this experience matches the announced experience and could not be used to substitute for college credits. Ms. Skipworth lacks 28 college credits.

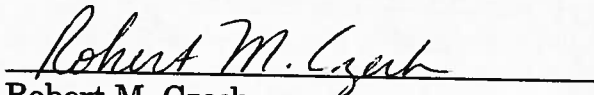
A thorough review of all material presented indicates that the determinations of DASL, that these appellants did not meet the announced requirements for eligibility by the examination closing date, are supported by the record. Thus, these appellants have failed to support their burden of proof in this matter.

ORDER

Therefore, it is ordered that these appeals be denied.

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 6th DAY OF NOVEMBER, 2014


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