



On appeal, the appellant states that she has been performing all the duties of the Communications Operator for the past four years. She indicates that her co-worker has this title, and they work in the same office, performing the same duties. She states that she has more than one year experience in work involving the receiving and sending of messages using radio communications. She states that she has the ability to understand, remember and carry out oral and written instructions, and can handle emergency situations where an accident may occur and contacts the right authorities and dispatches the Sheriff's Office to the exact location. She submits her resume, a notification of a promotional position vacancy of communications officer posted by the appointing authority, and an Employment Interview Rating Form which states that she had been "performing the duties of the dispatcher for the past years."

*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 appellant held two titles since her appointment in February 2010, those of Clerk 1 Bilingual Spanish/English and Public Safety Telecommunicator. The appellant indicates that, at some point in time, the Civil Service Commission changed the title Communications Operator to Public Safety Telecommunicator. Official records indicate that the title series Communications Operator was changed to Public Safety Telecommunicator in 1996, long before the appellant's initial appointment. As such, this change is not a factor in this determination.

The appellant provided one list of duties for her employment in Hudson County. On her application she listed her duties as: answers the telephone, takes and relays messages, and responds to inquiries; organizes and maintains files of records and assists in completing state reports; enters and updates data including name and address changes; takes bus drivers' calls for information and assistance while they are driving routes and trips; verifies runs on a daily basis, in order to run a monthly report for NJ Transit; instructs drivers of schedule changes; receives and transmits radio communications; schedules and coordinates all service calls as calls are received; as required, types reports; arrives early to open the office up on occasion; ensures the correct status of pending and dispatched calls, location of units, and makes "on-line" changes as appropriate; and provides information to the Sheriff's Office of any accidents that occur. Further, on the Employment Interview Rating Form a supervisor has confirmed that she performed dispatching duties for longer than her provisional appointment.

It is noted that qualifying experience must have as its *primary focus* the duties and responsibilities required for the title under test. *See In the Matter of*

*Bashkim Vlashi* (MSB, decided June 9, 2004). A review of the duties provided by the appellant indicates that the primary focus is not work involving the receiving, transmitting, and relaying of video display and/or radio messages, and in the receiving, relaying, and recording of complaints and requests for emergency assistance. The appellant did not provide the amount of time spent on each duty. Nevertheless, given the list provided, if the appellant receives, relays and records complaints and requests for emergency assistance, she does so on an intermittent basis among her other clerical responsibilities. In addition, the appellant provides no description regarding the use of video display, data processing, automatic number identification, automatic location identification, switching equipment, or other computer oriented equipment. The appellant was correctly deemed to be ineligible for the subject examination since she lacked one year of required experience. Also, given the variance between her duties and her provisional title, the Division of Agency Services (DAS) should perform a classification review of this position.

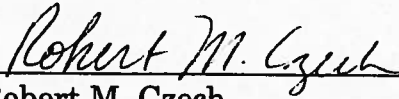
An independent review of all material presented indicates that the decision of DSS that the appellant did not meet the announced requirements for eligibility by the closing date is amply supported by the record. The appellant provides no basis to disturb this decision. Thus, the appellant has failed to support her burden of proof in this matter.

#### ORDER

Therefore, it is ordered that this appeal be denied. It is further ordered that if the appointing authority wants the appellant to remain in her current position, it should provide a duties questionnaire to DAS detailing the duties of the position, along with a completed examination application within 30 days of the issuance of this decision so that an appropriate provisional title can be assigned and a pre-qualification determination can be made. Should the appellant be found not eligible for the new provisional appointment, she should be removed.

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 6<sup>th</sup> DAY OF NOVEMBER, 2014**



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