

B-46



STATE OF NEW JERSEY

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

In the Matter of Jai Mishra,
Training Technician (PC0556S),
Middlesex County Board of Social
Services

Examination Appeal

CSC Docket No. 2015-956

ISSUED: NOV 07 2014 (RE)

Jai Mishra appeals the determination of the Division of Selection Services (DSS) which found that she was below the experience requirements for the promotional examination for Training Technician (PC0556S), Middlesex County Board of Social Services.

The subject examination announcement was issued with a closing date of April 21, 2014 and was open to employees in the competitive division who had an aggregate of one year of continuous permanent service as of the closing date in any competitive title, and who met the announced requirements. These requirements included possession of a Bachelor's degree from an accredited college or university, and one year of experience in employee development and training which shall have entailed the development of appropriate training courses and materials, conducting orientation, in-service, refresher, and employee development and training courses OR one year of experience as a teacher or instructor involving the development of course curriculum or lesson plans, preparation of course materials and conducting of classes in an adult education, vocational education, job training program, or elementary school through college. Candidates who did not possess the required education could substitute experience on a year for year basis, with 30 semester hour credits equal to one year of experience. The appellant was found to be ineligible based on a lack of applicable experience. There are two admitted applicants, but the examination has not yet been held.

On her application, Ms. Mishra indicated that she possessed a Bachelor's degree and she listed experience in three positions on her application: Human

Services Specialist 3, Human Services Specialist 3, and Human Services Specialist 2. None of this experience was accepted and she was found to be lacking one year of applicable experience.

On appeal, Ms. Mishra states that while serving as a Human Services Specialist 3, she trained, coached, and assisted new staff, along with existing staff, in the titles of Clerk, Social Service Aide, Human Service Aide, and Human Services Specialist 1 and 2. She instructed them in interviewing effectively, program guidelines, processing procedures and departmental standards. She states that she applied for the Training Technician Test after having been serving as a provisional Human Services Specialist 3 for more than a year. From June 30, 2014 to present, she has worked in conjunction with the Senior Training Technician to revise the training module and enhance methods, always with an eye on improving procedures, and training methodology. She states that she has assisted the Senior Training Technician in preparing the Adult Medicaid training materials and conducted training sessions for the new Human Services Specialists 1 and Human Services Specialists 2.

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date. *N.J.A.C. 4A:4-2.6(c)* provides that except when permitted for good cause, applicants for promotional examinations may not use experience gained as a result of out-of-title work to satisfy eligibility requirements. *N.J.A.C. 4A:4-2.1(f)* provides that an application may be amended prior to the announced closing date.

CONCLUSION

A review of the appellant's application reveals that she does not meet the announced requirements. When an applicant indicates extensive experience in titles established under the State Classification Plan, it is appropriate to utilize the job specifications to determine the primary focus of the duties of incumbents serving in career service titles. In the eligibility screening process, reliance on the job specifications to determine the primary focus of duties for incumbents of a particular title or title series provides a standardized basis on which Selection Services can compare what an applicant indicates on his or her application to what incumbents in a particular title series generally perform. See *In the Matter of William Moore* (MSB, decided May 10, 2006). A Human Services Specialist 3 performs the field and office work pertaining to the review/analysis and evaluation of cases to determine clients' eligibility for program services and/or the validity of decisions made regarding program assistance; does the field and office work involved in the collection, recording, analysis and evaluation of data for the purpose of determining eligibility, the employability, the medical status and the physical or mental health of clients; instructs and guides individuals in the work of collecting,

recording, analyzing and evaluation of data; assists supervisory personnel in the operation of their duties.

On her application, the appellant listed the following duties for her first Human Services Specialist 3 position: provide guidance to case workers and answer questions on procedure, policies, and regulations of Adult Medicaid Program; assist supervisors, also perform in absence of the supervisor, in the operation of their duties that include answering questions for case workers, talking to clients, reviewing Human Services Specialists 2 completed assignment for accuracy; do administrative duties such as task assignment and monitoring case workers; coach and assist case workers with program guidelines and processing procedures; act as a liaison between the agency and court system by preparing cases and attending fair hearing in front of an Administrative Law Judge; help evaluate staff's knowledge, skills, and abilities; help design training module and methods to enhance and improve the training material and procedures; assist a Senior Training Technician in preparing Adult Medicaid training material and conducting training programs and train Human Services Specialists I and Human Services Specialists II; and assist Senior Training Technician in developing training manuals. This list of duties appears to be a mix of in-title and out-of-title work. Out-of-title work cannot be used to satisfy eligibility requirements for a promotional examination. Additionally, although the appellant performs the duties of a supervisor in their absence, these duties are not recognizable, as they are not the primary focus of the appellant's permanent title. Lastly, the appellant did not provide a percentage of time performing each of the duties, and thus any out-of-title work performed cannot be quantified. The appellant has not established that the performance of out-of-title work is the primary focus of this position.

As to her second position as Human Services Specialist 3, the appellant was actually in the title Human Services Specialist 2. She listed her duties as: acted as a Human Services Specialist 3, in the absence of a Human Services Specialist 3, reviewed Human Services Specialists' 2 completed assignments to determine eligibility as per agency procedure, coached and assisted fellow co-workers with program guidelines and processing procedures. The appellant is claiming that she was doing out-of-title work as a Human Services Specialist 3 while in the title Human Services Specialist 2; however, this is not the same as the announced experience requirement. The duties of her third position, as a Human Services Specialist 2, are in-title work and are inapplicable. In sum, the appellant lacks one year of qualifying experience as of the April 2014 closing date.

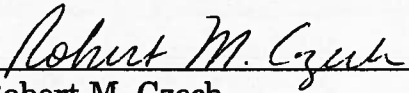
An independent review of all material presented indicates that the decision of DSS, that the appellant did not meet the announced requirements for eligibility by the closing date, is amply supported by the record. The appellant provides no basis to disturb this decision. Thus, the appellant has failed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

ORDER

Therefore, it is ordered that this appeal be denied.

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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