

B-21



STATE OF NEW JERSEY

In the Matter of Monalisa Jackson,
Union County

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

CSC Docket No. 2014-1830

Classification Appeal

ISSUED: DEC 05 2014 (CAG)

Monalisa Jackson appeals the attached decision of the Division of Classification and Personnel Management (CPM) that her position with Union County is properly classified as Senior Data Control Clerk. Appellant seeks a Principal Data Control Clerk classification in this proceeding.

The record in the present matter establishes that the appellant's permanent title is Senior Data Control Clerk. The appellant is assigned to the Division of Social Services, Department of Human Services, and she is under the supervision of Janice DeMicco. The appellant completed a Position Classification Questionnaire (PCQ) and CPM conducted a detailed analysis of her position. CPM found that her assigned duties and responsibilities include: retrieving and receiving Medicaid applications from the Medically Needy Unit, TANF and NJ Familycare Units; arranging, stapling and filing forms; entering data obtained from the forms on the computer; updating, modifying and deleting records when necessary; reconciling and verifying recipient information on the daily Medicaid Suspense report; creating EBT "Family First" cards for recipients of public assistance on a daily basis; providing on-the-job training for new clerical staff; updating applicant data as required and/or per request only in the absence of the supervisor; and assuming a lead role over co-workers only in the absence of the supervisor. Based upon a review and analysis of the duties and responsibilities assigned to the appellant, CPM determined that the appropriate classification of her position is Senior Data Control Clerk.

On appeal, the appellant states that there is no Principal Data Control Clerk in her department and she is in charge when her supervisor is absent. She also

states that her supervisor has three people that perform the job that her supervisor performs so the work is split between them. The appellant argues that she is the only person in her department that performs data entry for the Medicaid Eligibility Unit and that she has a large volume of work every day. In addition, she argues that she should be compensated for going above and beyond the job since, previously there were two people performing her job, but the other person retired in August 2012. Therefore, since more people are applying for medical assistance because of the economy and the Affordable Healthcare Act, the volume of her work has increased.

CONCLUSION

The definition section of the job specification for Senior Data Control Clerk states:

Under direction, performs the more difficult work and/or takes the lead in a clerical unit engaged in monitoring, editing, and verifying the information processed by a data processing system; does related work as required.

The definition section of the job specification for Principal Data Control Clerk states:

Under direction, performs the difficult, complex work involved in monitoring, editing, and verifying information processed by a data processing system and may take the lead over a group of other data control clerks on a regular and recurring basis or may serve as a shift supervisor or may supervise a small unit of data control clerks and support personnel; does other related duties as required.

A thorough review of the entire record fails to establish that the appellant has presented a sufficient basis to warrant a Principal Data Control Clerk classification of her position. It is noted that the duties reviewed by CPM fall within the job specification of a Senior Data Control Clerk. Although appellant argues that she is next in charge when her supervisor is absent, that is not the main focus of her duties and responsibilities. In this regard, the fact that some of the appellant'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. In addition, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. Further, the duties listed on appeal are essentially the same duties reviewed by CPM at the time of the classification review. It is noted that *volume* or *quality* of work, how well or efficiently an employee does her or her job, their length of service, and their qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees, are

classified. As such, the quantity of work does not define the position. Rather, the overall duties determine which title is appropriate. In this case, while the appellant argues that she performs a greater volume of work since the retirement of another employee, an increased volume of work does not warrant a higher title. It is long-standing policy that upon review of a request for position classification, when it is found that the majority of an incumbent's duties and responsibilities correspond to the examples of work found in a particular job specification, that title is deemed the appropriate title for the position. The record in this case demonstrates that the appellant's position primarily performs the more difficult work and occasionally fills in the absence of the regular supervisor in the monitoring, editing, and verifying the information processed by a data processing system

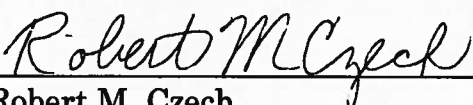
In this case, the appellant has not established that she is performing higher-level work for more than half of the time. Accordingly, the appellant has failed to present a sufficient basis to warrant a Principal Data Control Clerk classification of her position.

ORDER

Therefore, the position of Monalisa Jackson is properly classified as a Senior Data Control Clerk.

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
THE 3RD DAY OF DECEMBER 2014



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
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Attachment

**c: Monalisa Jackson
Norman W. Albert
Kenneth Connolly
Joseph Gambino**



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

STATE OF NEW JERSEY
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ROBERT CZECH
Chair/Chief Executive Officer

October 4, 2013

Matthew DiRado
Department of Administrative Services
County of Union
10 Elizabethtown Plaza
Elizabeth, NJ 07207

RE: CLASSIFICATION APPEAL, MONALISA JACKSON, SENIOR DATA CONTROL CLERK, DEPARTMENT OF HUMAN SERVICES, UNION COUNTY, LOG #07130134

Dear Mr. DiRado:

A member of my staff has completed a review of the position held by Monalisa Jackson, in the Department of Human Services, Union County. The review involved a detailed analysis of the Position Classification Questionnaire completed by Ms. Jackson and approved by her immediate supervisor, Janice Demicco, Data Entry Operator 4 and Charles Gillon, Director of Welfare/Division Director.

ISSUE:

Ms. Jackson is in the title of Senior Data Control Clerk and has been serving permanently as of October 6, 2003. This review was initiated by an appeal from the incumbent in order to ensure proper classification of the position.

ORGANIZATION AND STRUCTURE:

Ms. Jackson is assigned to the Division of Social Services, Department of Human Services and reports directly to Janice Demicco.

Other members of the unit include:

Tonya Jeter	-	Principal Data Control Clerk (provisional)
Marisa Berardinelli	-	Data Control Clerk
Netti Newsome	-	Data Control Clerk

Lisa Vaughan

Clerk 2

FINDINGS OF FACT:

The duties performed by Ms. Jackson in this position include, but are not limited to, the following:

- Retrieves and receives Medicaid applications from the Medically Needy Unit, TANF and NJ Familycare Units of the Division of Social Services office in Elizabeth.
- Arranges, staples and files forms.
- Enters data obtained from the forms on the computer; updates, modifies, and delete records when necessary.
- Reconciles and verifies recipient information on the daily Medicaid Suspense report.
- Creates EBT "Family First" cards for recipients of public assistance on a daily basis.
- Provides on the job training for new clerical staff.
- Only in the absence of the supervisor: updates applicants data as required and/or per request.
- Only in the absence of the supervisor: assumes a lead role over coworkers.

REVIEW AND ANALYSIS:

The definition of the class specification for the title, **Senior Data Control Clerk**, states that:

"Under direction, performs the more difficult work and/or takes the lead in a clerical unit engaged in monitoring, editing, and verifying the information processed by a data processing system; does related work as required"

The class specification for **Senior Data Control Clerk** describes a position that has the responsibility of a designated phase of routine and non-routine, moderately complex data entry work of the department and/or performs clerical duties that require some level of independent judgment and working knowledge of department rules, policies and procedures. An incumbent in this position may also be required to provide assistance and guidance to other staff.

We are unable to give credit for supervisory responsibility as the claim of supervision by the incumbent is only in the absence of her supervisor – Janice Demicco, Data Entry Operator 4. Duties performed only in the absence of another employee do not have a bearing in position classification.

This review further indicates that since Ms. Jackson became permanent in her current position, there is no record of any approved leave of absence for Ms. Demicco's to warrant the former's assumption of a supervisory role in the office.

We conclude that the duties assigned to the position under review are in accordance with the definition and work examples of the class specification for the title, Senior Data Control Clerk, in that the incumbent performs responsible clerical work, which require the use of some degree of independent judgment.

Although Ms. Jackson performs responsible clerical and typing duties and uses some independent judgment during the course of her duties, they are not considered to be outside of the scope of her current title of Senior Data Control Clerk.

DETERMINATION:

The review revealed that the preponderance of the current duties and responsibilities of the employee's position are covered under the title, Senior Data Control Clerk.

This specification is descriptive of the general nature and scope of the functions that may be performed by an incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit the performance of related tasks not specifically listed. The relevance of such specific tasks is determined by an overall evaluation of their relationship to the general classification factors listed in the specification.

Ms. Jackson is considered to be correctly classified in the title, Senior Data Control Clerk.

Although Monalisa Jackson was certified for the position of Principal Data Control Clerk (PL091634), the list expired in 2012. An employee's name appearing on a promotional list, has no bearing on a classification appeal.

Please be advised that in accordance with *N.J.A.C. 4A:3-3.9*, you may appeal this decision within twenty (20) days of receipt of this letter. This appeal should be addressed to Written Record Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination being appealed as well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Please contact Saheed Olushi with any questions at 609-292-8329.

Sincerely,



Arthur Hoenig, Team Leader

AH/so

C: Monalisa Jackson
Arthur Hoenig
Saheed Olushi
Record Unit
Team Files