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

In the Matter of Latressa Glasco,
Department of Treasury

Classification Appeal

CSC Docket No. 2014-2987

ISSUED: SEP 05 2014 (SLK)

Latressa Glasco appeals the attached decision of the Division of Classification and Personnel Management (CPM) that the proper classification of her position with the Department of Treasury is Field Representative, Local Property Tax. The appellant seeks a classification of Senior Field Representative, Local Property Tax.

The record in the present matter establishes that the appellant's permanent title is Field Representative, Local Property Tax. She is assigned to the Department of Treasury, Division of Taxation and reports to Susan Dobay, Supervising Field Representative, Local Property Tax. The appellant sought a reclassification of her position, alleging that her duties are more closely aligned with the duties of a Senior Field Representative, Local Property Tax. In support of her request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the different duties she performs as a Field Representative, Local Property Tax. CPM reviewed and analyzed the PCQ completed by the appellant as well as supplemental information including an organization chart and her most recent Performance Assessment Review (PAR). In its decision, CPM determined that the duties performed by the appellant were consistent with the definition and examples of work included in the job specification for Field Representative, Local Property Tax.

On appeal, the appellant states that she is responsible for the most complex and involved duties as it relates to examining assessment, exemption and deduction lists, farmland assessment criteria, and revising and reviewing pertinent documents. She presents that she reviews the email correspondence of three co-worker Field Representatives and edits the correspondence of one co-worker who is

a Senior Field Representative. The appellant states that she must review every email that comes into her section and that she often must make changes and provide commentary before correspondence can be sent out, which is in addition to responding to her own correspondence. She highlights that CPM's determination did not mention that she edits the work of a Senior Field Representative. The appellant also represents that she receives the most challenging and involved phone calls which require her to have a great deal of knowledge in a wide range of areas and that she assists her co-workers with issues that are new to them. Further, in order to assist her colleagues, she states that she has set up a database of information that she has accumulated. The appellant indicates that she provides information to constituents and supervises assessors and collectors, which includes providing guidance on statutes and codes. She highlights that her work requires in-depth research, great expertise, and is done independently with little to no supervision.

In response, CPM presents that a major component of her position is to answer inquiries on local property tax matters which includes researching and answering email and phone calls from taxpayers and officials by researching their questions using various resources. It states that the appellant's written responses are submitted to the supervisor for editing and approval. Further, it explains that it was aware that she stated that she edits work from a Senior Field Representative, but this duty was not listed in its determination because it is not one of her primary responsibilities. Further, although she states that she supervises the work of her peers, the appellant is not responsible to perform PARs for subordinate staff. While CPM acknowledges that answering phone inquiries regarding local property tax and researching responses are important functions, it maintains that her duties are encompassed in the job specification of her permanent title, Field Representative, Local Property Tax.

In reply, she submits her job duties and examples of her work for review.

It is noted that the appellant's supervisor and Assistant Division Director indicated on the PCQ that they disagreed with her description of job duties. In pertinent part, they indicate that the appellant does not supervise subordinate staff and that she does not handle the bulk of correspondence and phone calls received in the unit. Additionally, they indicate that another staff member handles the most complex matters of the unit.

CONCLUSION

The definition section of the job specification Field Representative, Local Property Tax states:

Under direction of a Senior Field Representative or other supervisory official in the Department of the Treasury, does routine work involved in examining and checking assessments, tax lists, exemption and deduction lists, and other pertinent documents; does the less complex field and office work involved in appraisal of real property; does other related duties as required.

The definition section of the job specification Senior Field Representative, Local Property Tax states:

Under direction of a Principal Field Representative or other supervisor in the Department of the Treasury, does the more complex work involved in examining and checking assessments, tax lists, exemption and deduction lists, and other pertinent documents; does the more complex field and office work involved in appraisal of real property; does other related duties as required.

In the matter at hand, it is clear that the appellant's position is properly classified as Field Representative, Local Property Tax. The primary responsibility of the appellant's position is to answer email and phone inquiries from taxpayers and various government officials and employees. Further, while the appellant claims that she is responsible for the most complex matters, her supervisor and the Assistant Division Director indicated on her PCQ that her position primarily works on routine matters as there is a Senior Field Representative within her section who is assigned the more complex matters. Additionally, although she claims that she supervises the work of her co-workers, it is clear that she does not supervise lower level staff. It is well established that supervisory experience includes responsibility for seeing that tasks assigned to subordinates are efficiently accomplished. It involves independent assignment and distribution of work to employees, with oral or written task instructions, and maintenance of the flow and quality of work within a unit in order to ensure timely and effective fulfillment of objectives. Supervisors are responsible for making available or obtaining materials, supplies, equipment, and/or plans necessary for particular tasks. They provide on-the-job training to subordinates when needed, and make employee evaluations based on their own judgment. They have the authority to recommend hiring, firing, and disciplining employees. *See In the Matter of Julie Petix* (MSB, decided January 12, 2005). Therefore, since the appellant does not conduct PARs for subordinate staff, her duties cannot be considered to be supervisory in nature.

With regard to her arguments that she handles tasks that are time consuming, that cover a wide variety of issues, that require a great deal of experience and in-depth research, that she is responsible for a large volume, that her work must be accurate, and other similar comments, how well or efficiently an employee does his or her job, length of service, volume of work and qualifications

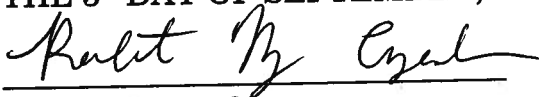
have no effect on the classification of a position currently occupied, as *positions*, not employees are classified. See *In the Matter of Debra DiCello* (CSC, decided June 24, 2009). Regardless, the appellant's supervisor and Assistant Division Director indicated on her PCQ that these statements are not accurate and that she is working within the scope of her permanent title. Additionally, the fact that some of an employee'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. Moreover, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. For purposes of determining the appropriate level within a given class, and for overall job specification purposes, the definition portion of the job specification is appropriately utilized.

ORDER

Therefore, the Civil Service Commission concludes that the position of Latressa Glasco is properly classified as a Field Representative, Local Property Tax.

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

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 3rd DAY OF SEPTEMBER, 2014



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
Director
Division of Appeals
and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

**c: Latressa Glasco
Douglas Ianni
Kenneth Connolly
Joseph Gambino**



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT
P. O. Box 313
Trenton, New Jersey 08625-0313

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

April 25, 2014

Ms. LaTressa Glasco

**RE: Classification Appeal, Field Representative, Local Property Tax
Position # 068902, CPM Log # [REDACTED], EID # [REDACTED]**

Dear Ms. Glasco:

This is to inform you, and the Department of the Treasury, of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted.

Issue:

You are appealing that your current permanent title of Field Representative, Local Property Tax (P19) is not consistent with your current assigned duties and responsibilities. You contend that a title of Senior Field Representative, Local Property Tax (P22) is an appropriate title for your position.

Organization:

Your position is located in the Department of the Treasury, Division of Taxation and you report directly to Susan Dobay, Supervising Field Representative Local Property Tax (S28). You do not possess supervisory responsibility.

Finding of Fact:

The primary responsibilities of your position include, but are not limited to the following:

Ms. LaTressa Glasco

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- Answering telephone inquiries or email correspondence from taxpayers or tax officials on Local Property Tax matters. Providing accurate answers in a timely fashion. These responses need to be technically and grammatically sound.
- Editing email correspondence of coworkers. Maintaining daily logs of when, where, and from whom the edits were received. This information is input into a database that can be accessed at a later date.
- Receiving and handling phone inquiries from various tax payers, assessors, collectors, legislative offices, and local government officials regarding tax issues.
- Analyzing and researching issues and questions using the Handbook for the New Jersey Statutes and Regulations and Lexis Nexus; providing written responses which are submitted to the supervisor for editing and approval.
- Maintaining the documents within the shared drive system and updating coworkers on the latest entries into the system.

Review and Analysis:

In reviewing your request, various titles were examined in relation to the overall duties being performed by your position to determine the appropriate classification for the tasks described by you and your supervisor.

Your position is currently classified by the title, Field Representative, Local Property Tax (P19-51682). The definition section of the job specification for this title states:

“Under direction of a Senior Field Representative or other supervisory official in the Department of the Treasury, does routine work involved in examining and checking assessments, tax lists, exemption and deduction lists, and other pertinent documents; does the less complex field and office work involved in appraisal of real property; does other related duties as required.”

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The primary focus of a Field Representative, Local Property Tax is to perform the everyday work involved in looking over assessments, aiding taxpayers and tax officials requesting information, examining tax lists and generating reports, and answering all correspondences sent into the unit in a timely fashion.

Your classification appeal submission indicates that you believe the title of Senior Field Representative, Local Property Tax (P22-51683) is an appropriate title for your position. The definition section for this title states:

“Under direction of a Principal Field Representative or other supervisor in the Department of the Treasury, does the more complex work involved in examining and checking assessments, tax lists, exemption and deduction lists, and other pertinent documents; does the more complex field and office work involved in the appraisal of real property; does other related duties as required.”

The Senior Field Representative, Local Property Tax acts as a lead worker by advising and assisting other Field Representatives within the unit, training personnel in the appropriate procedures, reviewing and revising reports, and independently performing field or office work of considerable complexity dealing with Local Property Tax.

A review of your job duties and responsibilities finds that the primary function of this position is to answer inquires on Local Property Tax. This includes researching and answering email and phone inquiries from taxpayers, officials, local government officials, etc. Your position provides assistance to other Field Representatives by reviewing their responses to correspondences from taxpayers and/or tax officials.

The preponderance of assigned duties and responsibilities are significantly descriptive of the tasks assigned to the title, Field Representative, Local Property Tax (P19-51682).

Determination:

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by the title Field

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Representative, Local Property Tax (P19-51682). Therefore, the classification of this position will remain unchanged.

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 Records 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.

Sincerely,



Joseph Ridolfi, Team Leader
Classification and Personnel Management

JR/do

c: Ms. Laura Budzinski, Treasury Human Resources

