



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Melisa Velez,
Secretarial Assistant 2, Non-
Stenographic (PS2169J),
The College of New Jersey

Examination Appeal

CSC Docket No. 2014-1837

ISSUED: JUL 18 2014 (DASV)

Melisa Velez appeals the determination of the Division of Selection Services that she did not meet the experience requirement for the promotional examination for Secretarial Assistant 2, Non-Stenographic (PS2169J), The College of New Jersey.

The subject examination was announced with a closing date of October 21, 2013 and open to employees who possessed an aggregate of one year of continuous permanent service and currently serving as a Secretarial Assistant 3, Non-Stenographic. The examination was also open to employees who possessed an aggregate of one year of continuous permanent service as of the closing date in any competitive title and four years of experience in secretarial and administrative clerical work. Successful completion of a clerical training program with a minimum of 700 classroom training hours or 30 semester hour credits in secretarial science from an accredited college or university may be substituted for one year of experience. It is noted that two applicants, including Ms. Velez, filed for the examination. The resultant eligible list (PS2169J) promulgated on January 23, 2014 with the name of the other applicant. The list expires on January 22, 2017.

A review of Ms. Velez's application and personnel records indicates that she has been serving provisionally pending promotional examination procedures in the subject title since April 2012. Prior to that position, she served as a Personnel Aide

1 from December 2010 to April 2012;¹ a Principal Clerk Typist from November 2009 to December 2010; a Senior Clerk Typist from May 2008 to November 2009; and a Clerk Typist from February 2008 to May 2008.² Ms. Velez was also employed in the private sector as a Team Leader/Researcher/Data Entry and a Clinical Data Manager from 2001 to April 2007. Regarding her education, Ms. Velez indicated that she completed 12 credits at Bucks County Community College and a program for which she received a diploma for office skills at the Pennco Technical School in 1993. She stated that the program consisted of 30 hours per week from August 1993 to December 1993.

The Division of Selection Services credited Ms. Velez with two years and nine months of experience for her work as a provisional Secretarial Assistant 2, Non-Stenographic (April 2012 to October 2013) and as a Principal Clerk Typist (November 2009 to December 2010). However, it did not find Ms. Velez's other experience, including her private sector experience, to be applicable. Ms. Velez's experience as a Senior Clerk Typist and Clerk Typist was not considered at the level and scope needed for the subject examination. Moreover, the Division of Selection Services noted that any applicable work gained as a Personnel Aide 1 from December 2010 to April 2012 would be considered out-of-title work and cannot generally be accepted. Moreover, the Division of Selection Services did not credit Ms. Velez's education towards the experience requirement. Therefore, it determined that Ms. Velez lacked one year and three months of applicable experience as of the examination closing date and was ineligible for the subject examination.

On appeal, Mr. Velez clarifies her responsibilities as a Personnel Aide 1. She states that her duties included assisting in the coordination of the employee health benefits program, leave program, and Workers' Compensation program. Additionally, Ms. Velez processed and reconciled bi-weekly and monthly pension payments; researched and administered pension loan approvals; processed pension enrollment applications; monitored monthly reports of new adjunct employees; processed all paperwork for new employees, including contingent workers and the hiring of adjunct employees; processed all paperwork relating to the appointment and termination of grant employees; maintained the database and tracked performance evaluations; monitored union and military leave and voluntary furlough; processed requests for tuition waivers and reimbursements; processed requests for payment under the Vision Care Program; audited employee personnel

¹ Ms. Velez received a permanent appointment as a Personnel Aide effective January 12, 2012.

² Ms. Velez did not specifically indicate that she served as a Principal Clerk Typist or Clerk Typist on her application and resume. Rather, she combined her duties from October 2008 to April 2012 under the title of Personnel Aide 1/Assistant Director's Assistant and from February 2008 to October 2008 under the title of Senior Clerk Typist. However, her personnel records verify the titles in which she served.

files; supervised student office assistants; assisted in arranging and organizing workshops and other human resource programs, such as Bring Your Child to Work Day; coordinated and assisted with mass mailings and emails from human resources; and maintained office supplies. Moreover, Ms. Velez indicates that she followed rules, regulations, policies, and procedures and consulted with the Assistant Director on a daily basis regarding issues and work flow and documents needing the Assistant Director's signature. Furthermore, Ms. Velez filed confidential paperwork, answered telephones, and directed and assisted employees and visitors.

In support of Ms. Velez's appeal, the appointing authority submits a letter stating that it has reviewed the information submitted by Ms. Velez "and finds that it is consistent with the title of Personnel Aide 1, which was her title while assigned to the Office of Human Resources."

It is noted that the job specification for Personnel Aide 1 states, in pertinent part, that an incumbent under general direction of a supervisory official in the personnel office of a State department, institution, or agency, performs paraprofessional technical duties in connection with and support of one or more various general personnel program areas requiring the independent application of Civil Service Commission and Department of the Treasury rules, regulations, policies, and procedures to varying situations.

CONCLUSION

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. Additionally, under *N.J.A.C.* 4A:4-2.1(g), the Civil Service Commission can accept clarifying information in eligibility appeals. In addition, *N.J.A.C.* 4A:4-2.6(c) provides that, except when permitted for good cause, applicants for promotional examinations with open-competitive requirements may not use experience gained as a result of out-of-title work to satisfy eligibility requirements or for credit in the examination process. Furthermore, *N.J.A.C.* 4A:4-6.3(b) provides that the appellant has the burden of proof in examination and selection disqualification appeals.

In the instant matter, Ms. Velez was permanent in the title of Personnel Aide 1. Thus, per the examination announcement, she was required to possess four years of experience in secretarial and administrative clerical work. It is noted that 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).

The Division of Selection Services correctly credited Ms. Velez with two years and nine months of applicable experience for her work as a provisional Secretarial Assistant 2, Non-Stenographic (April 2012 to October 2013) and as a Principal Clerk Typist (November 2009 to December 2010). Additionally, her education did not meet the substitution clause for experience. However, upon a review of this matter, the Civil Service Commission finds that Ms. Velez's experience as a Personnel Aide 1 also provides her with applicable experience, which does not appear to be a result of out-of-title work. In regard to the latter, the duties that Ms. Velez describes are consistent with the job specification for Personnel Aide 1. Furthermore, while the duties of a Personnel Aide 1 are of a technical nature, the experience gained may also be considered as having met the requirement of administrative clerical work.

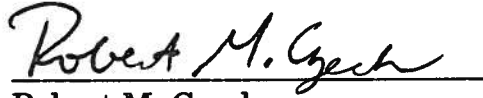
In that regard, it has been established that in order to be accepted as administrative clerical experience, duties performed must be complex and involve frequent exercise of independent judgment. Administrative clerical work extends beyond basic tasks such as opening and sorting mail, recording messages, and routine manual or electronic document preparation. Administrative clerical work requires greater knowledge of a specialized content area. It involves the application of procedures and/or multiple processing steps to complete an assignment or transaction. Incumbents may be responsible for gathering requested data and using automated systems to update, store and retrieve or locate information, and can make determinations on the completeness and accuracy of documents, forms and other information. Administrative clerical work likely involves a variety of related tasks to complete an assignment or transaction. It implies complete responsibility for the specific content area. Some examples include processing tax liens, delegated executive correspondence, reviewing and processing applications for licenses, permits and other documents, and updating account information. *See In the Matter of Julia Tirado* (MSB, decided June 8, 2005). In the present case, the duties that Ms. Velez describes fall within these parameters. Ms. Velez has also demonstrated that she performed secretarial work for the Assistant Director. Therefore, considering Ms. Velez's experience as a Personnel Aide 1, she had four years of relevant experience as of the examination closing date. Furthermore, it is emphasized that Ms. Velez continues to serve provisionally in the subject title and the eligible list (PS2169J) is incomplete with only one eligible. Accordingly, Ms. Velez has met her burden of proof in this matter and she should be admitted to the subject examination.

ORDER

Therefore, it is ordered that this appeal be granted and Melisa Velez's application be processed.

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 16TH DAY OF JULY, 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**

**c: Melisa Velez
Gregory Pogue
Dan Hill
Joseph Gambino**

