

B-42



STATE OF NEW JERSEY

In the Matter of Jennie Hill,  
Department of the Treasury

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

CSC Docket No. 2015-226

Classification Appeal

ISSUED: APR 07 2015 (JET)

Jennie Hill appeals the attached decision of the former Division of Classification and Personnel Management (CPM)<sup>1</sup> that the proper classification of her position with the Department of the Treasury is Technical Assistant 1, Treasury. The appellant seeks a Program Technician classification.

The record in the present matter establishes that the appellant's permanent title is Technical Assistant 1, Treasury. The appellant pursued the matter of the reclassification of her position with CPM. CPM reviewed all documentation supplied by the appellant, including a Position Classification Questionnaire (PCQ). It found that the position is located in the Division of Revenue and Enterprise Services, Department of the Treasury. CPM noted that the appellant supervises an individual serving as a Technical Assistant 3. Based on its review of the record, CPM concluded in a classification determination dated June 6, 2014 that the appellant's position was properly classified as a Technical Assistant 1, Treasury. It is noted that, in a prior decision, the Civil Commission (Commission) upheld a previous determination by CPM dated October 11, 2012 that the proper classification of the appellant's position is Technical Assistant 1, Treasury. *See In the Matter of Jennie Hill, Department of the Treasury* (CSC, decided November 20, 2013).

On appeal, the appellant maintains that she is currently performing the duties of a Program Technician. Further, the appellant asserts that her unit

<sup>1</sup> Now the Division of Agency Services.

creates rules and regulations "of Motor Vehicle Commission laws" in reference to the service and processing of summons and complaints pursuant to *N.J.A.C. 39:7-2*. In addition, the appellant contends that she is responsible for reviewing and processing affidavits of service in her capacity as a supervisor in her unit. The appellant explains that attorneys and courts are provided with instructions in order to properly serve complaints, and procedures for processing documents are provided upon return of the certified return receipt or undeliverable letters. The appellant states that there are additional requirements for processing a summons and complaint, such as making sure that a defendant resides out-of-state. Moreover, the appellant asserts that the Motor Vehicle Commission has provided service for various courts and her work is included in the New Jersey Law Diary.

In response, CPM maintains that it correctly determined that the proper classification for the appellant's position is Technical Assistant 1, Treasury. Further, CPM states that the appellant reviews "Service of Process" actions in her capacity as a supervisor for one employee in her unit. CPM adds that such duties were not overlooked and were incorporated in the June 6, 2014 classification determination as a part of her supervisory duties. In addition, the appellant has reiterated many of the same arguments in this matter that were previously argued in a prior classification appeal. Moreover, CPM avers that the information provided by the appellant on appeal confirm that she is performing the duties of a Technical Assistant 1, Treasury.

## CONCLUSION

The definition section of the job specification for Program Technician states:

Under the direction of a supervisor in a State department or agency, has charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; does related work.

The definition section of the job specification for Technical Assistant 1, Treasury states:

Under the direction of a supervisory official in the Department of the Treasury, performs the technical work involved in reviewing and verifying data from forms, claims, applications, returns, assessments, proposals, computer generated files, and error listings, to determine the completeness and accuracy of complicated and/or irregular eligibility, award and liability determinations

and calculations; may recommend appropriate follow-up action, supervises the work of subordinate para-professional and/or clerical employees; does other related duties.

In the instant matter, based on a review of the PCQ submitted by the appellant and related documentation, CPM appropriately determined that the proper classification of the appellant's position is Technical Assistant 1, Treasury. As noted in the prior decision, it is clear that the appellant's duties do not include having charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures. Although the appellant argues on appeal that her unit is responsible for creating rules and regulations, she did not list such information on the PCQ. As noted in the prior decision, the appellant's duties include, among other things, verifying data, generating reports, and reviewing financial reports. While the appellant argues on appeal that she is responsible for reviewing and processing affidavits in her supervisory capacity, the classification determination indicates that the appellant supervises the work of a subordinate employee in the Service of Process area of the Cash Accounting Unit. As such, the appellant's supervisory duties, including reviewing and processing affidavits, were properly considered in the classification determination. These duties are commensurate with a Technical Assistant 1, Treasury classification. Additionally, the appellant provides no substantive documentation in support of her claims that a higher classification is justified based on the work she performs. Moreover, 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. In this regard, 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.

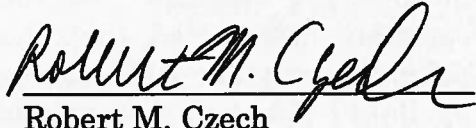
Accordingly, the appellant has not provided a substantial basis to disturb the findings that the proper classification of her position is Technical Assistant 1, Treasury.

### 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 1<sup>st</sup> DAY OF APRIL, 2015



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

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

Attachment

c: Jennie Hill  
Douglas Ianni  
Kenneth Connolly  
Joseph Gambino



Chris Christie  
*Governor*  
Kim Guadagno  
*Lt. Governor*

STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT  
P.O. Box 313  
Trenton, New Jersey 08625-0313  
(609) 292-8189

Robert M. Czech  
*Chair/Chief Executive Officer*

June 6, 2014

Ms. Jennie Hill  
Department of the Treasury  
Division of Revenue and Enterprise Services  
P.O. Box 007  
160 South Broad Street  
Trenton, New Jersey 08646

**RE: Classification Appeal – Technical Assistant 1, Treasury  
CPM Log # 12130301; EID # 000341153**

Dear Ms. Hill:

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 submitted on your Position Classification Questionnaire (DPF-44S) and supporting documentation and comments.

**Issue:**

You contend that the duties of your position are inconsistent with your current title of Technical Assistant 1, Treasury (R17) and the title Program Technician (R20) is an appropriate title for the position.

**Organization:**

Your position is located in the Department of the Treasury, Division of Revenue and Enterprise Services; you report to Ms. Shirley Williams, Supervisor Information Recording and Control Treasury (S25). Your position supervises one Technical Assistant 3 (A13) and that position has no supervisory responsibility.

The Department of the Treasury, Division of Revenue and Enterprise ensures timely response to both revenue management and clients in delivering reports and

Ms. Jennie Hill  
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information. The division also ensures that all deposits and refunds are processed in a timely manner.

**Finding of Fact:**

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

- Preparing and supervising the preparation of technical reports such as monthly and quarterly reports for Service of Process and security responsibility; balancing cash books and refund and disbursement books on a monthly basis; providing direct supervision with an employee within the unit.
- Preparing and supervising the locating of depositors by checking driver licenses, etc. on terminals to locate correct depositor regarding refund of security deposit; preparing routine correspondence of the technical work function such as special letters and standard form letters sent to out-of-state defendants, attorneys and courts; analyzing and processing documents and corrections when necessary.
- Providing technical assistance to employees regarding verification and review of documents or correspondence regarding status of service on out-of-state defendants; recording and updating records regarding security deposits, claims, and judgment fee payments; analyzing and supervising letters sent to depositors.
- Reviewing and processing dishonored checks for Service of Process and Security Responsibility Accounting Unit as necessary; providing work assignments and processing procedures to employee; utilizing various types of electronic and manual recording devices used by the unit.

**Review and Analysis:**

Your position is currently classified by the title Technical Assistant 1, Treasury (R17-51634) the definition section of this job title states:

“Under direction of a supervisory official in the Department of the Treasury, performs the technical work involved in reviewing and verifying data from forms, claims, applications, returns, assessments, proposals, computer generated files, an error listings, to determine the completeness and accuracy of complicated and/or irregular eligibility, award, and liability determinations and calculations; may recommend

Ms. Jennie Hill  
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appropriate follow-up action, supervises the work of subordinate para-professional and/or clerical employees; does other related work duties.”

You contend that the title Program Technician (R20-10258) is an appropriate title for your position. The definition section of the job specification states:

“Under the direction of a supervisor in a state department or agency, has charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; does related work.”

A review of the duties and responsibilities for this position find that this position supervises one employee; posts daily revenue collections and transaction into the Revenue Account Dashboard; provides technical information to various agencies; receives inquiries regarding Service of Process procedures, MVC Security Deposits, and UCJ fee requirements; makes and prepares deposits; deposits all manual funds daily upon receipt; ensures accurate recording of RDI deposit amounts; reconciles bank statement with cash receipts accounting system and manual cash book; creates and approves documents in the “New Jersey Comprehensive Financial System”; retrieves information from preliminary report to post figures to Excel spreadsheet in completing the MVC BB104 Report; reviews and approves leave requests in ECATS system; and prepares and supervises the preparation of reports as well as routine correspondence.

While the position does supervise one employee in the Service of Process area within the Cash Accounting unit, the overall function of the position does not have charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules regulations, policies, and/or procedures. Additionally, a classification review of this position was conducted in 2012 and the duties the position is currently performing are substantially similar from what they were doing previously.

The preponderance of your duties and responsibilities are significantly descriptive of tasks assigned to the title Technical Assistant 1, Treasury (R17-51634).

**Determination:**

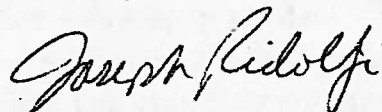
Based on the findings of fact above, it is my determination that the assigned duties and responsibilities performed by the position are best classified by the title

Ms. Jennie Hill  
Page 4  
June 6, 2014

Technical Assistant 1, Treasury (R17-51634). Therefore, the classification of your 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 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/ts

c: Ms. Laura Budzinski





STATE OF NEW JERSEY

In the Matter of Jennie Hill,  
Department of the Treasury

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

CSC Docket No. 2013-1177

Classification Appeal

ISSUED: NOV 20 2013 (JET)

Jennie Hill appeals the attached decision of the Division of Classification and Personnel Management (CPM) that the proper classification of her position with the Department of the Treasury is Technical Assistant 1, Treasury. The appellant seeks a Program Technician classification.

The record in the present matter establishes that at the time the appellant filed his request for a reclassification, she was serving as a Technical Assistant 1, Treasury. The appellant pursued the matter of the reclassification of his position with CPM. CPM reviewed all documentation supplied by the appellant, including a Position Classification Questionnaire (PCQ). It found that the position is located in the Division of Revenue and Enterprise, Department of the Treasury. CPM also noted that the appellant supervises an individual serving as a Technical Assistant 3. Based on its review of the record, CPM concluded that the appellant's position was properly classified as a Technical Assistant 1, Treasury.

On appeal, the appellant maintains that she is currently performing the duties of a Program Technician. Further, the appellant asserts that a classification review was previously conducted for her position in 2002 and she submits an undated PCQ in support of her claims. In this regard, the appellant avers the duties she listed in the prior PCQ are the same duties that she listed in the PCQ for the current matter. Further, the appellant contends that she was appointed as a provisional Program Technician effective November 16, 2002. Moreover, the appellant states that she recently passed an examination for Program Technician.

In response, CPM maintains that it correctly determined that the proper classification for the appellant's position is Technical Assistant 1, Treasury. In this regard, CPM states that the majority of the appellant's duties include, among other things, reviewing the revenue delinquent cashbook report (RDI report); ensuring accurate RDI deposit amounts; accessing financial statements; extracting data; and analyzing data. Further, while the appellant supervises an individual serving as a Technical Assistant 3, the appellant does not have charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures. CPM adds that such duties are performed by the appellant's supervisor. Moreover, CPM avers that the information provided by the appellant on appeal does not confirm that she is performing the duties of a Technical Assistant 1, Treasury.

It is noted that the appellant served as a Technical Assistant 1, Treasury from September 1999 to November 2002. In addition, the appellant was appointed as a provisional Program Technician from November 2002 to December 2005. However, the appellant returned to her previously held permanent title of Technical Assistant 1, Treasury in June 2006. It is also noted that the appellant took the previous examination for Program Technician (PS4573U) on February 9, 2006, and she did not receive a passing score. Moreover, the appellant took the examination for Program Technician (PS6767U) on June 21, 2012, received a passing score, and was ranked on the subsequent eligible list.

### CONCLUSION

The definition section of the job specification for Program Technician states:

Under the direction of a supervisor in a State department or agency, has charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; does related work.

The definition section of the job specification for Technical Assistant 1, Treasury states:

Under the direction of a supervisory official in the Department of the Treasury, performs the technical work involved in reviewing and verifying data from forms, claims, applications, returns, assessments, proposals, computer generated files, and error listings, to determine the completeness and accuracy of complicated and/or

irregular eligibility, award and liability determinations and calculations; may recommend appropriate follow-up action, supervises the work of subordinate para-professional and/or clerical employees; does other related duties.

Initially, the PCQ the appellant filed in 2002 is different than the one she filed in support of the instant request. For example, on the PCQ she submitted in 2012, the appellant indicated that 15% of her time is spent analyzing, reviewing, and processing RDI Reports such as manual funds deposits daily, ensuring accurate daily RDI deposit amounts, reconciling the NJCFS reports with the Cash Receipts Accounting System and Manual Cashbook. These duties are not listed on the 2002 PCQ. Additionally, the percentages of time she spent performing certain duties differ between the 2002 and the 2012 PCQs. For example, the appellant indicated in 2002 that she spent 15% of her time preparing and supervising the preparation of technical reports such as monthly and quarterly reports for the Services of Process and Security Responsibility Accounting Section. However, she only indicated that 10% of her time is spent performing these duties on the 2012 PCQ. Further, she indicated in 2012 that she spent 15% of her time accessing and retrieving Motor Vehicle Commission financial statements to extract data and prepare reports on a monthly and yearly basis. The appellant's 2002 PCQ only indicates that she provided technical information for approximately 10% of her time to various Division of Motor Vehicle Regional Services Centers. Therefore, the appellant's 2002 PCQ does not establish that the duties she indicated that she performed in 2012 warrant a Program Technician classification.

In the instant matter, based on a review of the PCQ submitted by the appellant and related documentation, CPM appropriately determined that the proper classification of the appellant's position was Technical Assistant 1, Treasury. In this regard, it is clear that the appellant's duties do not include having charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures. As noted by CPM, the appellant's duties included, among other things, verifying data, generating reports, and reviewing financial reports. CPM also confirmed that the appellant supervises the work of subordinate para-professional and/or clerical employees. Such experience is commensurate with the examples of work of a Technical Assistant 1, Treasury. Additionally, the appellant provides no substantive documentation in support of her claims that a higher classification is justified based on the work she performs. In addition, the appellant's supervisor indicated on the PCQ that the appellant's most important duties were "keeping accurate records of documents sent to the defendant/attorneys/courts, reports of daily revenue collections, secondary reports, and fiscal reports." These duties are not consistent with a Program Technician classification. Moreover, while the appellant argues that she recently passed an

examination for Program Technician, this fact about her personal qualifications does not establish that her position should be classified as Program Technician.

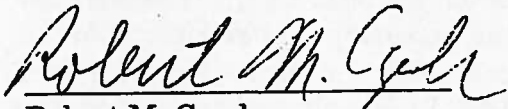
Accordingly, the appellant has not provided a substantial basis to disturb the findings that the proper classification of her position is Technical Assistant 1, Treasury.

**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 20<sup>th</sup> DAY OF NOVEMBER, 2013**



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

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

**Attachment**

c: Jennie Hill  
Douglas Ianni  
Kenneth Connolly  
Joseph Gambino



Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT  
P.O. Box 313  
Trenton, New Jersey 08625-0313  
(609 292-8189)

Robert M. Czech  
Chair/Chief Executive Officer

October 11, 2012



Ms. Jennie Hill  
Department of the Treasury  
Division of Revenue and Enterprise  
P.O. Box 007  
160 South Broad Street  
Trenton, New Jersey 08646

**RE: Classification Appeal - Technical Assistant 1, Treasury  
CPM Log # 04120161; EID # 000341153**

Dear Ms. Hill:

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 submitted and a telephone audit conducted on September 13, 2012 with you and your immediate supervisor, Ms. Shirley Williams, Supervisor Information Recording and Control Treasury (S25).

**Issue:**

You contend that the duties of your position are inconsistent with your current title of Technical Assistant 1, Treasury (R17) and the title Program Technician (R20) is an appropriate title for the position.

**Organization:**

Your position is located in the Department of the Treasury, Division of Revenue and Enterprise; you report to Ms. Shirley Williams, Supervisor Information Recording and Control Treasury (S25). Your position supervises one Technical Assistant 3 (A13) and that position has no supervisory responsibility.

Ms. Jennie Hill  
Page 3  
October 11, 2012

Your position is currently classified by the title Technical Assistant 1, Treasury (R17-51634) the definition section of this job title states:

“Under direction of a supervisory official in the Department of the Treasury, performs the technical work involved in reviewing and verifying data from forms, claims, applications, returns, assessments, proposals, computer generated files, an error listings, to determine the completeness and accuracy of complicated and/or irregular eligibility, award, and liability determinations and calculations; may recommend appropriate follow-up action, supervises the work of subordinate para-professional and/or clerical employees; does other related work duties.”

You contend that the title Program Technician (R20-10258) is an appropriate title for your position. The definition section of the job specification states:

“Under the direction of a supervisor in a state department or agency, has charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules, regulations, policies, and/or procedures; does related work.”

A review of the duties and responsibilities for this position find that this position supervises one employee; makes and prepares deposits and refunds; deposits all manual funds daily upon receipt; ensures accurate recording of RDI deposit amounts; reconciles bank statement with cash receipts accounting system and manual cash book; creates and approves documents in the “New Jersey Comprehensive Financial System”; and prepares and processes reports as well as routine correspondence. While the position does supervise one employee in the Service of Process area within the Cash Accounting unit, the position does not have charge of staff assigned to a specific work program or technical unit responsible for reviewing, monitoring and processing specific actions requiring the application of rules regulations, policies, and/or procedures.

The preponderance of your duties and responsibilities are significantly descriptive of tasks assigned to the title Technical Assistant 1, Treasury (R17-51634).

**Determination:**

Based on the findings of fact above, it is my determination that the assigned duties and responsibilities performed by the position are best classified by the title

Ms. Jennie Hill  
Page 2  
October 11, 2012

The Department of the Treasury, Division of Revenue and Enterprise ensures timely response to both revenue management and clients in delivering reports and information. The division also ensures that all deposits and refunds are processed in a timely manner.

**Finding of Fact:**

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

- Reviewing and processing the "Revenue Delinquent Cashbook" report to ensure daily accurate deposit amounts; reconciling the "New Jersey Comprehensive Financial System" reports with the "Cash Receipt Accounting System" and the manual cashbook to make sure they are balanced each month.
- Accessing and retrieving Motor Vehicle Commission financial statements and removing data to prepare and process the BB104 report monthly; preparing and processing the preliminary report, secondary report, remittance items report, agency items report, and fiscal plates report.
- Preparing and supervising the preparation of technical reports for "Service of Process" and "Security Responsibility Accounting Section"; providing technical assistance to staff regarding verification and reviewing of documents or correspondence regarding status of service upon defendants.
- Overseeing letters sent to deposition regarding refunds of security deposits and processing documents and making corrections as necessary; posting data from BB104 report; and entering cash receipts and applying approvals for Motor Vehicle surcharge deposits.
- Supervising work operations and evaluating employee performance; balancing cash book and refund disbursement book for security deposits each month; and preparing routine correspondence, such as, the special letter and standard form letters for depositor and defendants.

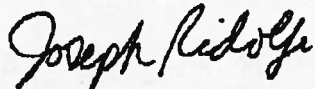
**Review and Analysis:**

Ms. Jennie Hill  
Page 4  
October 11, 2012

Technical Assistant 1, Treasury (R17-51634). Therefore, the classification of your 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 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/ts

C: Ms. Laura Budzinski