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STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Annetta Young,  
Gloucester County

Classification Appeal

CSC Docket No. 2015-2302

ISSUED: APR 20 2015 (LDH)

Annetta Young appeals the attached decision of the Division of Classification and Personnel Management (CPM) that the proper classification of her position with Gloucester County is Clerk 2. Young seeks a Keyboarding Clerk 3 classification.

The record in the present matter establishes that Young is currently serving in the permanent title of Keyboarding Clerk 2. Young's position is located in the Department of Social Services, Gloucester County. Young pursued the matter of her classification with CPM. CPM reviewed all documentation supplied by Young and performed an audit of her position. CPM found that the duties and responsibilities of Young's position entailed taking messages from clients for the Human Service Specialists in the unit; tracking and distributing State issued gift cards to clients under the direction of the Human Service Specialists in the unit; assisting the Human Service Specialists in the unit by preparing and distributing medical forms to clients that are not able to work; using a form letter to mail eligibility letters to inform recipients that they are awarded assistance or to inform them of other governmental programs; assisting in the process to store older files; printing required reports at the request of management; hand stamping letters, forms, papers and other documents; scanning files; distributing office supplies; and maintaining records and files. CPM noted that Young does not supervise any employees. Based on the foregoing, CPM determined that the duties performed by Young were consistent with the definition and examples of work included in the job specification for Clerk 2. Therefore, as Clerk 2 would be a lateral move, CPM

ordered that the appellant was to be provisionally appointed, pending a qualifying examination, to the title of Clerk 2, effective October 30, 2014.

On appeal to the Civil Service Commission (Commission), Young argues that her duties and responsibilities are more consistent with a Keyboarding Clerk 3 classification. She contends that she takes the lead in other positions she had held previously and assists a Keyboarding Clerk 3 in her unit. In addition, she lists additional duties that she performs, including: scheduling food stamp appointments; registering food stamp clients; compiling the information and numerical data; organizing assigned work and developing effective work methods to meet deadlines and work criteria; typing addresses on envelopes, information on forms, completion of form letters for investigators; answering telephones; preparing files for investigations; typing responses to employment verification letters; contacting employers to verify information; and maintaining and updating reports and history files.

### CONCLUSION

The definition section of the job specification for Clerk 2 states:

Under limited supervision, performs clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work; may provide guidance and assistance to other staff; does other related duties as required.

The definition section of the job specification for Keyboarding Clerk 2 states:

Under limited supervision, performs moderately complex and non-routine clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work requiring the utilization of keyboarding or typing skills; formats, reproduces, corrects, adjusts and prints a variety of written material; key enters/types correspondence, documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; may provide guidance and assistance to staff; does other related duties as required.

The definition section of the job specification for Keyboarding Clerk 3 states:

Under direction, performs varied, complex clerical work involving the processing of documents in a variety of functions; takes the lead and/or performs the more difficult and complex clerical work requiring the utilization of keyboarding or typing skills and the application of independent judgment; formats and key enters/types correspondence,

documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; takes the lead over other clerical employees; does other related duties as required.

A review of the record reveals that Young's position is properly classified by the title of Clerk 2. In this regard, incumbents in the title of Keyboarding Clerk 2 would operate a computer console, typewriter, or other key entry device to key, enter, or type a variety of documents; key enter or type addresses on envelopes and information on forms, form letters, or other form-like documents; and key enter or type technical, statistical, and other statements, reports, correspondence, charts, forms, bills, all from copy, records, or tapes. Moreover, incumbents appointed to the title of Keyboarding Clerk 3 handle the more complex and non-routine work or take the lead over other employees in a unit operating a computer console, typewriter, or other key entry device to key enter or type a variety of documents; and key enter or type a wide variety of text materials from pencil copy, rough notes, detailed instructions, or other sources to provide technical, scientific, financial, statistical and other reports or correspondence, memoranda, charts, bills, contracts, case files, and other documents into draft or final form according to prescribed formats. Lastly, Keyboarding Clerks typically spend a majority of their work time (more than 50%) typing or operating keyboard equipment.

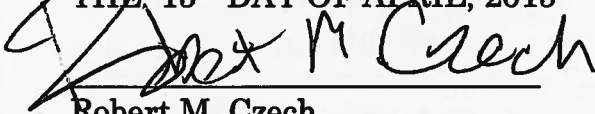
Contrarily, incumbents appointed to the title of Clerk 2 would receive, screen, review and verify documents, assigned reports, applications, and other documents for corrections and completeness; provide guidance and assistance to staff; open, time stamp, sort, number, and distribute mail; provide information in person and over the telephone; enter and/or retrieve information on a computer terminal; and occasionally perform keyboarding/typing duties. In the instant matter, Young only occasionally performs keyboarding/typing duties. Young does not perform Keyboarding Clerk duties on a consistent basis, rather, she performs those duties on an as needed basis only. *See In the Matter of Lawrence Craig and Louis Muzyka* (CSC, decided February 11, 2009) (Commission determined that Police Sergeants who were serving in an acting capacity of Police Lieutenant less than 50% of the time should not be reclassified as Police Lieutenants). The appellant performs basic clerical work which involves limited supervision, no independent judgment and the majority of her duties involve printing and scanning. A thorough review of the information presented in the record establishes that Young's position was properly classified as a Clerk 2 and she has presented no arguments that CPM's decision was incorrect.

**ORDER**

Therefore, the Civil Service Commission concludes that the proper classification of Annetta Young's position is Clerk 2, effective October 30, 2014.

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 15<sup>th</sup> DAY OF APRIL, 2015**



**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: Annetta Young**
- Chad Bruner**
- Kenneth Connolly**
- Joseph Gambino**

DARA copy



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

Robert M. Czech  
Chair/Chief Executive Officer

January 15, 2015

Chad M. Bruner,  
County Administrator  
Gloucester County  
PO Box 337  
Woodbury, NJ 08096

Dear Mr. Bruner:

This is in reference to a classification review of the position held by Ms. Annetta Young, currently permanent in the title, Keyboarding Clerk 2. This determination is based upon a thorough review and analysis of the information and documentation submitted. A telephone audit was also conducted on December 2, 2014 with Ms. Young, and on the same date with her supervisor, Mr. James Sinclair, Human Services Specialist 4.

**ISSUE:**

The Civil Service Commission received a Position Classification Questionnaire from Ms. Young on October 30, 2014. Ms. Young is requesting to be reclassified to the title, Keyboarding Clerk 3, (formerly Principal Clerk Typist). This request was supported by Mr. Sinclair, on the DPF 44, but not during the telephone audit. The request for a reclassification is also not supported by the County Department Head, Mr. Edward Smith. Ms. Joann Schneider, your designee, deferred to the Civil Service Commission due to the discrepancy between the supervisor and the Department Head.

### **ORGANIZATION:**

Ms. Young is assigned to the Department of Social Services. She receives close supervision from her, supervisor, Mr. Sinclair. Ms. Young does not supervise any employees.

### **FINDINGS OF FACTS:**

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

- Take messages from clients for the Human Service Specialists in the Unit.
- Track and distribute state issued gift cards to clients under the direction of the Human Service Specialists in the Unit.
- Assist the Human Service Specialists in the Unit by preparing and distributing medical forms to clients that are not able to work.
- Use a form letter to mail eligibility letters to inform recipients that they are awarded assistance or to inform them of other government programs.
- Assist in the process to store older files.
- Print required reports at the request of management.
- Hand stampd letter, forms, papers and other documents.
- Scan files.
- Distribute office supplies.
- Maintain records and files.

### **REVIEW AND ANALYSIS:**

The duties that are currently being performed were reviewed to determine if the permanent title, Keyboarding Clerk 2, is appropriate.

The definition section of the job specification for the title, Keyboarding Clerk 2, states:

“Under limited supervision, performs moderately complex and non-routine clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work

requiring the utilization of keyboarding or typing skills; formats, reproduces, corrects, adjusts and prints a variety of written material; key enters/types correspondence, documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; may provide guidance and assistance to staff; does other related duties as required."

Positions in this title would operate a computer console, typewriter, or other key entry device to key, enter, or type a variety of documents; maintain memory files of documents; provide necessary corrections and adjustments to prepared text; and enter or type a wide variety of text materials from pencil copy, rough notes, detailed instructions or other sources to produce technical or statistical reports.

Additionally, they would key enter or type addresses on envelopes and information on forms, form letters, or other form-like documents; edit, proofread and perform spelling or grammar check to ensure typographical accuracy; select, set, and adjust equipment and software to produce printed text in accord with pre-determined standards or directives; key enter or type technical, statistical, and other statements, reports, correspondence, charts, forms, bills, all from copy, records, or tapes; utilize printers and printing software to produce final documents; make use of software packages such as standard word processing, spreadsheets, electronic mail (e-mail), and desktop publishing; receive, screen, review and verify documents; organize assigned work; and develop effective work methods to meet deadlines and work criteria.

The duties that are currently being performed were reviewed to determine if the requested title, Keyboarding Clerk 3, is appropriate.

The definition section of the job specification for the title, Keyboarding Clerk 3, states:

"Under direction, performs varied, complex clerical work involving the processing of documents in a variety of functions; takes the lead and/or performs the more difficult and complex clerical work requiring the utilization of keyboarding or typing skills and the application of independent judgment; formats and key enters/types correspondence, documents, reports, charts and other materials on a computer console, typewriter, or other key entry device used by the agency; takes the lead over other clerical employees; does other related duties as required."

Incumbents appointed to this title handle the more complex and non-routine work or take the lead over other employees in a unit operating a computer console, typewriter, or other key entry device to key enter or type a variety of documents; maintain memory files; and provide corrections and adjustments to prepared text.

They would also update material and files; maintain records and listings of saved files, including information on subject content and special instructions; and key enter or type a wide variety of text materials from pencil copy, rough notes, detailed instructions, or other sources to produce technical, scientific, financial, statistical and other reports or correspondence, memoranda, charts, bills, contracts, case files, and other documents into draft or final form according to prescribed formats.

The duties that are currently being performed were reviewed to determine if the title, Clerk 2, is appropriate.

The definition section of the job specification for the title, Clerk 2, states:

“Under limited supervision, performs clerical work involving the processing of documents in a variety of functions; performs moderately complex and non-routine clerical work; may provide guidance and assistance to other staff; does other related duties as required.”

Incumbents appointed to this title would receive, screen, review and verify documents, assigned reports, applications, and other documents for corrections and completeness; refer problems to a supervisor for resolution; provide guidance and assistance to staff; open, time stamp, sort, number, and distribute mail; and maintain prepared mailing lists.

Additionally, they would receive, document and screen, sort and assemble this information for further processing; assemble materials for distribution; hand stamp letters, papers, and other documents; fill in and check form letters, circulars, and forms, as directed; provide information in person and over the telephone; enter and/or retrieve information on a computer terminal; occasionally perform keyboarding/typing duties; and assist in requisitioning, storing, and distributing office supplies.

#### **DETERMINATION:**

It is my determination, based upon the review and analysis stated above, and the level of supervision received, that the appropriate classification of the position is consistent with the job specification for the title, Clerk 2. This action shall be effective October 30, 2014. Since the education and experience levels of this title are equal to those of her current permanent title, Keyboarding Clerk 2, the appointment of Ms. Young, to the title, Clerk 2, is considered to be a provisional lateral title change appointment. Pending the successful completion of a qualifying examination (PAQ), she will receive a (RAQ) appointment to the title, Clerk 2.



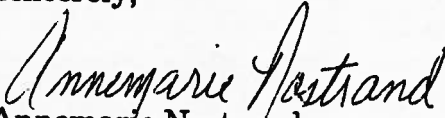
Please have Ms. Young complete the enclosed Application for Qualifying Examination (DPF-1C Qual) and have the signed and completed application forwarded to my attention by February 9, 2015.

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 as determined by an overall evaluation of their relationship to the general classification factors listed in the specification.

The New Jersey Administrative Code 4A:3-3.5(c)1 states that "within 30 days of receipt of the reclassification determination, unless extended by the [Commission] in a particular case for good cause, the appointing authority shall either effect the required change in the classification of an employee's position; assign duties and responsibilities commensurate with the employee's current title; or reassign the employee to the duties and responsibilities to which the employee has permanent rights. Any change in the classification of a permanent employee's position, whether promotional, demotional or lateral, shall be effected in accordance with all applicable rules."

Pursuant to *N.J.A.C. 4A:3-3.9 et seq.*, either party may appeal this determination, within 20 days of receipt of this letter, by writing to the Director, Appeals and Regulatory Affairs, Written Records Appeals Hearings Unit, P.O. Box 312, Trenton, New Jersey 08625-0312. The appeal must include a copy of all materials initially submitted and a copy of this determination. Also, the appellant must state which segment(s) of the determination they are challenging and provide a basis for the arguments presented.

Sincerely,

  
Annemarie Nostrand,  
Team Leader

CC

c: Annetta Young  
Log # 10140444  
Records

