

B-48



In the Matter of Bonnie Casterline,  
Secretarial Assistant 3, Non-  
Stenographic, Department of  
Children and Families

CSC Docket No. 2015-1062

**STATE OF NEW JERSEY**

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

**Examination Appeal**

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**ISSUED: APR 16 2015 (CSM)**

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Bonnie Casterline appeals the determination of the Division of Agency Services (Agency Services) which found that she was below the minimum requirements in experience for the qualifying examination for Secretarial Assistant 3, Non-Stenographic, Department of Children and Families.

On her application for qualifying examination, the appellant indicated that she was a Head Clerk from November 2006 to when Agency Services reviewed her credentials in September 2014. From April 2003 to November 2006 she was a Principal Clerk Typist and from March 2002 to April 2003 she was a Senior Clerk Transcriber. From September 2001 to March 2002 she was a Clerk Transcriber. The requirements for Secretarial Assistant 3, Non-Stenographic are three years of experience in secretarial and administrative clerical work. Upon its review of the appellant's credentials, Agency Services determined that none of her experience was applicable. Consequently, Agency Services determined that the appellant did not pass the qualifying examination for the subject title.

On appeal, the appellant states that she has worked for the last ten years doing secretarial and administrative work and that she reports directly to the Manager of the Office of Interstate Services. The appellant highlights her experience serving as secretary to the manager and also states that she organizes and assigns work, schedules meetings, tracks the calendar for the unit manager and answers phones. Patricia Burch, Manager, Interstate Service Office, provided a letter in support of this appeal. Specifically, Ms. Burch states that the appellant coordinates and schedules appointments, maintains her calendar, sets up meetings,

takes minutes, and is her liaison to the personnel office. She also states that the appellant prepares correspondence, supervises support staff and trains staff.

### CONCLUSION

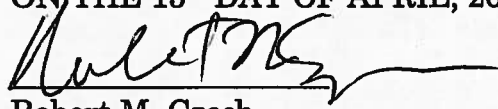
In the present matter, the appellant possesses the required experience for Secretarial Assistant 3, Non-Stenographic. Secretarial work involves working for an executive, including scheduling appointments, giving information to callers, reading and routing incoming mail, locating files, typing, filing, greeting visitors and conducting them to the executive or appropriate person, arranging travel schedules, placing outgoing calls, recording minutes of staff meetings, making copies of printed matter, and preparing outgoing mail. *See In the Matter of Rosemarie Baylies* (MSB, decided April 6, 2005). The duties performed in the Senior Clerk, Stock Clerk, Senior Clerk Typist, Senior Clerk Transcriber, Clerk Typist, and Clerk Transcriber titles are clerical in nature and not secretarial and/or administrative clerical. In order to be accepted as secretarial and administrative clerical, duties performed must be complex and involve independent judgment. Thus, work performed in these titles is not acceptable for the Secretarial Assistant title series. While the Head Clerk title is not generally acceptable experience for the Secretarial Assistant title series, in this specific case, the appellant's experience gained in the Head Clerk title, which includes the exercise of considerable independence in the interpretation of the rules, regulations, policies, and procedures of the department to that portion of the public interested or concerned with the work of the department, may be considered applicable for the subject qualifying examination. The Civil Service Commission is satisfied that the description of the appellant's duties on her application in this title demonstrates that she performed the required administrative clerical work and Ms. Burch has verified that the appellant provides her secretarial and administrative support. Accordingly, the appellant has satisfied the requirements for the subject title.

### ORDER

Therefore, it is ordered that this appeal be granted.

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**

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- c. **Bonnie Casterline  
Linda Dobron  
Kelly Glenn  
Joseph Gambino**