

Administrative Analyst 2, Customer Service Representative 2, Public Utilities, Staff Accountant with Output Services Group, and Accounts Receivable/Analysis Clerk with Wathne Ltd. The appellant indicated that he was a Customer Service Representative 2, Public Utilities from December 2002 to October 2013. Official records indicate that he was a Customer Service Representative 2, Public Utilities from January 2007 to October 2013. Prior to January 2007 he was a CATV Systems Operations and Complaint Investigator, and CATV Systems Operations and Complaint Investigator Trainee. He was credited with possession of a Bachelor's degree and his Master's degree was substituted for one year of experience. He was also credited with 9 months of experience in his provisional position. As such, the appellant was found to be lacking 1 year, 3 months of qualifying experience.

On appeal, the appellant maintains that he has more than 12 years of combined experience involving the review, analysis, and evaluation of budget, organization, administrative practices, operational methods and data processing applications in both the private sector and at the governmental agency. He states that applicable duties include reviewing water and sewer rate cases, and reviewing and evaluating financial information in the preparation of assigned matters. In support of this appeal, the appointing authority states that the appellant has been with the Board of Public Utilities for 12 years, and has over nine additional years of experience in the private sector performing duties directly related to his current job responsibilities.

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. *N.J.A.C.* 4A:4-2.6(c) provides that except when permitted for good cause, applicants for promotional examinations may not use experience gained as a result of out-of-title work to satisfy eligibility requirements.

CONCLUSION

At the outset, it is noted that qualifying experience must have as its primary focus the duties and responsibilities required for the title under test. The job specification for Customer Service Representative 2, Public Utilities indicates that incumbents in this title are responsible for the field and office work involved in the preparation of cases involving the investigation of customers' complaints and/or administrative hearings and/or litigation concerning the character of service, rates, procedures or facilities, and performs the office and administrative work required in connection with such complaints. The appellant did not receive credit for his experience in the title Customer Service Representative 2, Public Utilities as a review of the job specification for this title indicates that the primary focus is not work involving the review, analysis and evaluation of budget, organization, administrative practices, operational methods, management operations or data processing applications.

Additionally, the appellant listed his duties for his provisional position as follows:

- Reviews and analyzes water and sewer rate cases in order to evaluate if such cases meet the Board of Public Utilities ("Board") statutory mandate of ensuring that the State's utilities provide safe, adequate and proper service at reasonable rates. The review and evaluation includes a detailed analysis of the utility's current costs, current economic conditions and Board precedent.
- Reviews the assigned water or sewage rate case, prepares a summary of the filing, and prepares discovery as it pertains to the financial issues along with any necessary follow-up. Attends meetings on the assigned case and acts as the coordinator on assignments with other Divisions (i.e. Audits, The Economist's Office and Customer Assistance) to act as the main staff person to assemble the data wherein the Rate Bureau is primary. Prepares documents concerning the case for the Supervisor and/or Bureau Chief.
- Researches, reviews and/or analyzes financial information in the preparation of assigned matters, including, but not limited to, reports for the Executive staff and correspondence. In fulfilling this function, utilizes various types of technology, including, but not limited to, Power Point and Excel. Participates on committees and related entities and provides updates as necessary or as directed.
- Oversees the preparation and monitors the gathering of essential financial data, including preparing necessary computer charts and schedules and statistical information for internal reports. Maintains accurate, updated internal computer reports on the Bureau's Standard information files (located in the shared folder). Supervises the preparation and maintenance of said records and files. Prepares agenda packet including Staff's recommendations to the Board regarding the evaluation, review and analysis of the petition, all discovery and any other pertinent material concerning the docketed matter, in order to write the appropriate documents in a clear, accurate and understandable manner for the Supervisor and/or Bureau Chief's review.
- Attends meetings and takes appropriate notes, thereafter preparing a summary memorandum of the meeting for the Supervisor and/or Bureau Chief, with a particular eye on any aspects that affect the Board in general, and the Water Division in particular, and prepares and/or directs the preparation of clear, accurate informative data and other reports containing findings, analyses, conclusions and recommendations.
- Assists in the analysis of the impact of proposed legislation on the Board and the State's Utilities.

- Keeps abreast of changes and proposals to State and Federal laws and regulations regarding regulatory treatment of public utilities when required or as directed by the Supervisor and/or Bureau Chief.
- Drafts correspondence in the course of official duties under the direction of the Supervisor and/or Bureau Chief to respond to inquiries from the public concerning water and/or sewer rates, tariff questions and service issues.

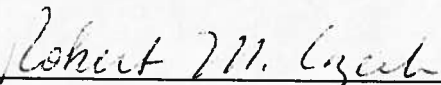
DAS has confirmed that these duties are those of an Administrative Analyst 2. As such, these duties are acceptable for eligibility purposes for the subject examination. Further, as the appellant performed similar duties as a Customer Service Representative 2, Public Utilities, he has at least an additional 1 year, 3 months of qualifying experience working out-of-title. Further, the appointing authority supports this appeal, and would like to regularly appoint the appellant. The subject examination is noncompetitive, with one eligible on the list, and the appellant is still serving in his provisional position. In sum, under these circumstances, good cause exists to accept Mr. Ocansey's out-of-title work experience to satisfy the requirements for the Administrative Analyst 2 examination.

ORDER

Therefore, it is ordered that this appeal be granted, and the appellant be admitted to the examination.

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 3rd DAY OF JUNE, 2015



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