

The classification review found that Ms. Angel-Embry's assigned duties and responsibilities, as detailed in CPM's decision, were commensurate with the title of Supervisor Information Recording and Control, Treasury. On appeal, Ms. Angel-Embry provides a summary of her duties. She states that she directs the assignment and work flow daily, making sure that she has a sufficient amount of staffing; continually monitors the quality of production output; ensures adequate and efficient levels of supplies and materials are in inventory for the request of the staff, while keeping the staff abreast of all new changes; assigns work priorities with the vendors and solves issues that may occur; plans, organizes, and assigns the work of the organizational unit and evaluates employees performance and conduct; coordinates training needs to the vendors as well as staff, ensuring that all keying instructions are up-to-date by communicating with the programmers; and assists the Chief with updated information and, in his or her absence, makes sure that the staff and vendors are still operating on a daily basis. The appellant argues that she is more than supervising, rather, that she is assisting with management.

CPM replied that the appellant's duties are commensurate with the Supervisor Information Recording and Control, Treasury title. It stated that the appellant's duties do not include formulating and implementing policies and practices. It also stated that the appellant's position in the Processing Operations unit is not at the level of a supervisory position of an operational support area and, as such, Supervisor of Operations was not the appropriate classification of the position.

CONCLUSION

The definition section of the job specification for of the Assistant Chief of Operations, Treasury job description states:

Under direction of a supervisory official in the Department of the Treasury in a major taxation operation, revenue collection, or support program, is directly responsible for a subset of the management, supervision, and control of work programs, operations, and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does related work as required.

The definition section of the job specification for Supervisor Information Recording and Control, Treasury job description states:

Under direction of a supervisory official in the Department of the Treasury, supervises the data recording activities and control of returns, remittances, refunds, licenses, commissions, certifications,

applications, registrations, filings and/or other agency forms and documents processed through the various data entry and digital image scanning systems and the verification and control of all electronic output; as required, ensures access to public records produced; acts as the liaison in establishing and scheduling programs within the division or with other State agencies; does other related duties.

At the outset, it is noted that the classification of a position is determined based on the duties and responsibilities assigned to a position at the time the request for reclassification is received in CPM as verified by audit or other formal study. The outcome of position classification is not to provide a career path to the incumbents, but rather is to ensure that the position is classified in the most appropriate title available within the State's Classification Plan.² Further, how well or efficiently an employee does her or her job, length of service, and qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees, are classified.

Managers are concerned with the execution of public affairs, ensuring the implementation of policy. They formulate performance directives, and hold effective authority over people, budgets and equipment, while directing work toward specific goals and planned objectives. They plan overall work operations, set performance standards, establish priorities, devise and plan methods and procedures, and establish guidelines. They determine estimates for budgeting and for workforce planning, and may direct the activities of subordinates, evaluate their degree of achievement, take disciplinary action, and hear grievances. Supervisors have responsibility for seeing that tasks assigned to subordinates are efficiently accomplished. They assign and distribute work, provide instructions and training, maintain the flow and quality of work, obtain required materials and equipment for particular tasks, and make employee performance evaluations.

In the current matter, the appellant has not established that her duties are managerial. The appellant indicated on her Position Classification Questionnaire (PCQ) that she supervises two units of Data Entry Operators, the Control Unit and the Data Entry Unit. The appellant explained that the Control Unit prepares batches of work by manually stamping each batch with an assigned batch number, and each document inside the batches with an assigned document locator number. They log documents and forms, and then the batches are assigned to the Data Entry Unit for processing. The Data Entry Unit keys in data, confirms timeliness, and verifies remittance. At the time the appellant submitted her PCQ, she reported that the Control Unit consisted of 7 employees, while the Data Entry Unit consisted of 56 employees. The organizational chart shows two sections, one with over 25 Data Entry Operators and one with over 30 Data Entry Operators, and the chart

² See *In the Matter of Patricia Lightsey* (MSB, decided June 8, 2005), *aff'd* on reconsideration (MSB, decided November 22, 2005).

shows that the appellant supervises both sections. Each section is headed by a Supervisor, Data Preparation.

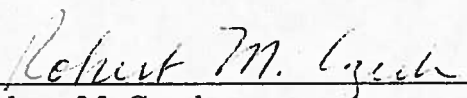
The position of Assistant Chief of Operations is responsible for a subset of the management, supervision and control of work programs, operations and staff. Managerial responsibility involves formulating and implementing directives, directing work toward specific goals and objectives, authority over employees, budgets and equipment, planning overall work operations, establishing priorities and deadlines, setting performance standards, and devising and planning methods and procedures. Supervisory responsibilities involve seeing that tasks are carried out, assigning and distributing work, passing on instructions, maintaining the flow and quality of work to fulfill objectives, making available or obtaining necessary material, equipment, and supplies, providing training and preparing employee evaluations. *See In the Matter of Joseph Blusnavage* (CSC, decided January 27, 2010). The appellant's duties more closely align with supervisory responsibilities than managerial responsibilities. The appellant did not describe higher level functions such as administrative planning, assessing future needs, policy development, preparing budgets, or other managerial tasks. Accordingly, the appellant has failed to establish that CPM's determination, that her position is properly classified as a Supervisor Information Recording and Control, Treasury, was incorrect.

ORDER

Therefore, the position of Sandra Angel-Embry is properly classified as a Supervisor Information Recording and Control, Treasury.

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
THE 3rd DAY OF JUNE, 2015



Robert M. Czech
Chairperson
Civil Service Commission

**Inquiries
and
Correspondence**

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Enclosure

**c: Sandra Angel-Embry
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Robert M. Czech
Chair/Chief Executive Officer

December 12, 2014

Ms. Sandra Angel-Embry

**RE: Classification Appeal – Supervisor Information Recording & Control
Treasury, CPM #07140398, Position #048387, EID #000331121**

Dear Ms. Embry:

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 and documentation submitted.

Issue:

You are appealing your current permanent title of Supervisor Information Recording & Control Treasury (S25) is not consistent your current assigned duties and responsibilities. You contend that the title Assistant Chief of Operations Treasury (M30) is consistent with the duties that you currently perform.

Organization:

According to the organizational chart that was submitted, your position is located in the Division of Revenue and Enterprise Services (DORES), Data Conversion and Control. You report directly to Barbara Goszka, Supervisor of Operations (S26) and are responsible for overseeing Data Entry Operators in the Processing Operations unit.

Finding of Fact:

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

- Planning, organizing and/or directing the Control Unit and Data Entry Unit including: planning activities, establishing priorities, coordinating work assignments, etc.
- Acting as a liaison between the Supervisor in Revenue and outside vendors regarding distribution, quality and completion of all work assigned to designated locations.
- Overseeing the staffing activities of the assigned operational units.
- Ensuring proper coverage by adjusting staff based on operational needs.
- Organizing and/or assigning work that is ready to be sent for scanning and imaging.
- Preparing daily operations' reports including: identifying bottlenecks in production, monitoring performance of staff, and/or forecasting trends in the Processing Operations unit's output.

Review and Analysis:

Your position is currently classified by the title Supervisor Information Recording & Control Treasury (S25-57656). The definition section of the job specification for this title states:

“Under supervision of a supervisory official in the Department of the Treasury, supervises the data recording activities and control of returns, remittances, refunds, licenses, commissions, certifications, applications, registrations, filings and/or other agency forms and documents processed through the various data entry and digital image scanning systems and the verification and control of all electronic output; as required, ensures access to public records produced; acts as the liaison in establishing and scheduling programs within the division or with other state agencies; does other related duties.”

You contend that the title Assistant Chief of Operations Treasury (M30-51442) is an appropriate title for your position. The definition section of the job specification for Assistant Chief of Operations Treasury (M30-51442) states:

“Under direction of a supervisory official in the Department of the Treasury in a major taxation operation, revenue collection, or support program, is directly responsible for a subset of the management, supervision, and control of work programs, operations, and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does related work as required.”

The Assistant Chief of Operations Treasury is responsible for: participating in administrative planning, assessing current and future operational needs, introducing new techniques and/or new technologies to improve operations or management within the area of responsibility; preparing budget information for the Division's annual budget request, maintaining records involving disbursement of budgeted funds, monitoring actual expenditures against budgeted amounts; and managing the development and implementation of technical information programs; and has charge of quality control section ensuring the quality, fitness, and suitability of the Division's: tax forms; technical and/or procedural information; other documents to publication; and is responsible for interface with the Division's data processing systems group.

A review of your primary job duties and responsibilities finds that the position is primarily responsible for: planning, organizing and/or directing the Control Unit and Data Entry Unit including: planning activities, establishing priorities, coordinating work assignments, etc., acting as a liaison between the Supervisor in Revenue and outside vendors regarding distribution, quality and completion of all work assigned to designated locations, and/or preparing daily operations' reports including: identifying bottlenecks in production, monitoring performance of staff, and/or forecasting trends in the Processing Operations unit's output.

The preponderance of assigned duties and responsibilities are significantly descriptive of tasks assigned to the title Supervisor Information Recording & Control Treasury (S25-57656).

Determination:

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by your current permanent title Supervisor Information Recording & Control Treasury (S25-57656). Therefore, the classification of your position will remain unchanged.

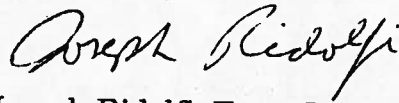
Ms. Sandra Angel-Embry

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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, PO Box 312, Trenton, New Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination being appealed as well as 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/rmd

c: Laura Budzinski, Manager, Human Resources