



STATE OF NEW JERSEY

 FINAL ADMINISTRATIVE ACTION
 OF THE
 CIVIL SERVICE COMMISSION

Examination Appeal

 In the Matter of Ivis Vega,
 Administrative Secretary/Office
 Services Manager (C0502V),
 Hudson County

CSC Docket No. 2019-1128

ISSUED: December 10, 2018 (RE)

Ivis Vega appeals the determination of the Division of Agency Services (Agency Services) which found that she did not meet the experience requirements for the open-competitive examination for the dual title Administrative Secretary/Office Services Manager (C0502V), Hudson County. A dual title is a title that combines two separate titles into one classification; applicants need to meet the minimum requirements of both titles in order to be declared eligible.

The subject examination announcement was open to residents of Hudson County who met the specific requirements as of the April 23, 2018 closing date. The requirement for Administrative Secretary included five years of experience in the capacity of a secretary to an executive or administrative official in a public or private organization. Successful completion of a two year program in secretarial science at an accredited college or university could be substituted for two years of this experience. The requirement for Office Services Manager included five years of experience in the supervision of two or more office services functions involving records management, printing, or duplication services, mail and messenger services, equipment maintenance and repair, procurement and supply, or other related functions in support of office operations and services. Five years of experience in the analysis, evaluation, development, and improvement of office practices, methods, and procedures could be substituted for this experience requirement. Candidates were required to meet both requirements to be eligible, and five applicants appear on the eligible list, which has been certified once but no appointments have yet been made.

On her application, the appellant indicated that she possessed 48 college credits. The appellant did not list any positions on her application, but included a resume with four positions: provisional Administrative Secretary/Office Services Manager, Operations Specialist with Markit North America, Management Specialist with Diesel US, Inc. and Office Manager with Kenneth Cole Productions, Inc. She was credited with more than five years of experience for the Office Services Manager requirement in the first and third positions. She was also credited with three years, eleven months of experience in the first and fourth positions. Thus, the appellant was found to be lacking one year, one month of Office Services Manager experience.

On appeal, the appellant indicates that she has expertise in administrative operations and interactions with senior staff. She states that she has 36 years of payroll administration work and office management functions, as well as supervisory experience, and she is bilingual in English and Spanish. In support, the appointing authority maintains that the appellant has worked directly for senior level corporate executives for more than thirty years, and has been a successful provisional incumbent since October 2017.

CONCLUSION

N.J.A.C. 4A:4-2.3(b) provides that applicants shall meet all requirements specified in the open competitive examination announcement by the closing date.

In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). The appellant was credited with seven months of both types of experience in her provisional position. She described her duties in that position as:

perform monthly audit and reconciliation of health and dental benefit accounts; act as liaison between finance and the benefits team for health benefit changes; partner with the payroll team to assure deductions and recouping of missed deductions; proficient in maintaining and upgrading benefit changes in the HRMS system; assist as an interpreter for the Spanish speaking population of the county; instrumental in translating documents in Spanish including correspondence, memos and emails; maintain appropriate log sheets and records needed for efficient operation of the department; work proactively with the team to ensure seamless office operations; assist with the health benefits open enrollment for new hires; provide administrative services to the department including faxing, scanning, and correspondence; maintain an accurate filing system; assist with all inbound phone calls; and handle any ad-hoc projects as needed.

A review of these duties indicates that the appellant is not performing duties of an Administrative Secretary/Office Services Manager. An incumbent in that title assists an administrative official of a department or autonomous government agency at a level no lower than department head, by performing varied, complex administrative secretarial, advanced clerical and program support functions of a general or specialized nature; relieves the administrative official of technical, as well as general administrative details; may supervise clerical operations and staff AND directs, plans, and coordinates a variety of office support services and supervises employees engaged in providing these services. Those support services include records management, printing or duplication services, mail and messenger services, equipment maintenance and repair, procurement and supply, or other related functions in support of office operations and services. Clearly, the appellant performs duties more closely associated with human resources, such as payroll and health benefits.

For her position as an Operations Specialist with Markit North America, the appellant performed work involving paying employees, such as resolving payment issues, ensuring accurate payments, processing international payments, and maintaining a database. As a Management Specialist with Diesel US, Inc., the majority of the appellant's work involved processing payroll. As such, she was not involved in supervision of two or more office services functions, and should not have credit for that requirement. As an Office Manager with Kenneth Cole Productions, the appellant "provided direct administrative support to the corporate controller/VP of Finance." These duties included managing information in a database, overseeing compensation issues such as timekeeping and stock purchase plans, administering pension plans, preparing budget reports, account reconciliation, and other financial issues. In sum, this was not a position that met the experience requirement for Administrative Secretary, as no secretarial duties were performed. Thus, the appellant lacks the required experience for both titles. Also, given the variance between her duties and her provisional title, Agency Services should perform a classification review of this position.

An independent review of all material presented indicates that the decision of the Agency Services, that the appellant did not meet the announced requirements for eligibility by the closing date, is amply supported by the record. The appellant provides no basis to disturb this decision. Thus, the appellant has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this appeal be denied. It is further ordered that if the appointing authority wants the appellant to remain in her current position, it should provide a duties questionnaire to Agency Services detailing the duties of the

position, along with a completed examination application within 30 days of the issuance of this decision so that an appropriate provisional title can be assigned and a pre-qualification determination can be made. Should the appellant be found not eligible for the new provisional appointment, she should be removed.

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 5th DAY OF DECEMBER, 2018



Deirdre L. Webster Cobb
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Christopher S. Myers
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: Ivis Vega
Elinor Gibney
Kelly Glenn
Records Center

POSITION CLASSIFICATION QUESTIONNAIRE

NEW JERSEY CIVIL SERVICE COMMISSION DIVISION OF STATE & LOCAL OPERATIONS

FOR CIVIL SERVICE COMMISSION USE

S&L O
LOG NO.

IMPORTANT: Full instructions for completing this form are located on the last page. It is most important that employees and supervisors read them carefully. The form must be signed by the employee, his or her supervisor, the Program Manager or Division Director and the Appointing Authority Representative.

EMPLOYEE ID #

INCOMPLETE REQUESTS WILL BE RETURNED.

CSS
REQUEST NO.

1. NAME OF EMPLOYEE (IF ANY)

2. ANNUAL SALARY (*Current*)

3. POSITION NO.

4. CODE (*Range and Title*)

5. OFFICIAL TITLE OF POSITION

6. WORKING TITLE (*If different*)

7. LOCATION OF POSITION

(*Geographic location, Unit, Section, Division, Institution, or Department*)

7A. EMPLOYEE WORK OR HOME MAILING ADDRESS

8. WORK (DUTIES) PERFORMED - Describe in detail the work required of this position. Make descriptions so clear that persons unfamiliar with the work can understand exactly what is done. **NOTE:** If this is a vacant position or a new position request, the form must be completed by the supervisor of the position and certified for accuracy by the Appointing Authority Representative.

Percent of
Time

Work (Duties) Performed

Order of
Difficulty

ITEM 8 CONTINUED

Percent of Time	Work (Duties) Performed	Order of Difficulty

9. REGULAR SCHEDULE OF WORK HOURS					
DAY	FROM	TO	DAY	FROM	TO
Monday			Friday		
Tuesday			Saturday		
Wednesday			Sunday		
Thursday			Length of Lunch Period - - - -		
Total Hours Worked Per Week - - - - -					

9b. EXPLAIN ROTATION OF SHIFTS, IF ANY



QUESTIONNAIRE CONTINUED

10. TYPE OF SUPERVISION RECEIVED (Check One — See definitions on page 4)

- CLOSE
 LIMITED
 GENERAL
 OTHER (Explain) _____

11. Does this position supervise other employees?

- YES (If yes, complete Items A thru E) NO
 A. Occasionally? [or] Regularly?
 B. Responsible for the preparation of performance evaluations? YES NO
 C. Assign work? YES NO
 D. Review completed work of employees supervised? YES NO

E. List the names and titles of the employees supervised directly.
(If the employees supervised comprise one or more complete units, include the names of the units)

12. CERTIFICATION OF EMPLOYEE



I CERTIFY that I have read the instructions and the entries made above are my own and, to the best of my knowledge, are accurate and complete.

SIGNATURE DATE

13. STATEMENTS OF IMMEDIATE SUPERVISOR

A. Comments on Statements of Employee

Check here if continued on additional sheets.

B. What do you consider the most important duties of this position?

Check here if continued on additional sheets.

C. List those knowledges and abilities necessary for standard performance of the job to be done by an incumbent of this position

Check here if continued on additional sheets.

D. I AGREE DISAGREE with the employee's description of job duties, percentage of time, and order of difficulty.

COMMENTS:

Check here if continued on additional sheets.

OFFICIAL TITLE
(Working title if different)

SIGNATURE

DATE

14. STATEMENTS OF PROGRAM MANAGER OR DIVISION DIRECTOR

- I AGREE with the statements of the immediate supervisor.
- I DISAGREE with the statements of the immediate supervisor.

COMMENTS:

Check here if continued on additional sheets.

OFFICIAL TITLE
(Working title if different)

SIGNATURE

DATE

15A. STATE APPOINTING AUTHORITY REPRESENTATIVE SIGNATURE

 In State service, the agency representative's signature certifies the information in accordance with 4A:3-3.9(c)1. 

OFFICIAL TITLE
(Working title if different)

SIGNATURE

DATE

15B. LOCAL APPOINTING AUTHORITY REPRESENTATIVE SIGNATURE

In Local service, the agency representative's signature certifies the information in accordance with 4A:3-3.9(d).

- I AGREE with the statements of the immediate supervisor and program manager or division director.
- I DISAGREE with the statements of the immediate supervisor and program manager or division director.

COMMENTS:

Check here if continued on additional sheets.

OFFICIAL TITLE
(Working title if different)

SIGNATURE

DATE

