



STATE OF NEW JERSEY

In the Matter of Lionel Borden, Sr.,
Customer Service Information
Specialist 3(PS6319T), Motor Vehicle
Commission

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

Examination Appeal

CSC Docket No. 2022-1625

ISSUED: May 2, 2022 (JET)

Lionel Borden, Sr. appeals the determination of the Division of Agency Services (Agency Services) that he did not meet the experience requirement for the promotional examination for Customer Service Information Specialist 3 (PS6319T), Motor Vehicle Commission.

The subject examination was open to, in pertinent part, applicants in the competitive division who possessed three years of experience in disseminating, verifying and providing information to the public as of the September 21, 2021 closing date. A total of 21 applicants applied for the subject examination and 12 were determined eligible. The examination was held on April 21, 2022, and the list has not yet promulgated.

A review of the appellant's application and resume reveals that he provisionally served in the subject title from March 2020 to the September 21, 2021 closing date, and as a Technician, MVC from July 2011 to March 2020. Agency Services did not find any of the appellant's experience applicable, as he did not adequately describe his experience on his application. Accordingly, Agency Services determined that the appellant was ineligible for the subject examination, as he lacked three years of experience.

On appeal, the appellant maintains that he is qualified for the examination, and he provides a further clarification of his duties on appeal. Specifically, the

appellant states that his duties included verifying, processing and issuing documents and duplicate information; completing permit, license, title, and registration applications; administering the oral and written driver examinations; completing vision tests; validating permits; finalizing license plate surrenders; verifying customer information and identification; using COMP computer system; processing payments; disseminating information; maintaining knowledge of policies and procedures; sorting documentation, and interacting with customers.

Official personnel records indicate that the appellant continues to serve provisionally in the subject title.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the announcement by the closing date. Under *N.J.A.C.* 4A:4-2.1(g), the Civil Service Commission (Commission) can accept clarifying information in eligibility appeals.

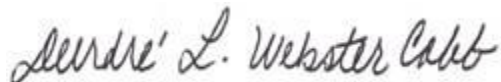
Initially, Agency Services properly did not credit the appellant with any applicable experience based on what was presented in his application. However, the appellant provides clarifying information on appeal with respect to his duties as a provisional in the subject title and as a Technician, MVC. Based on this clarification, the Commission is satisfied that such experience satisfies the announced requirements. In this regard, that experience involved the disseminating, verifying and providing information to the public. Under these circumstances, the appellant should be admitted to the examination.

ORDER

Therefore, it is ordered that this appeal be granted, and the appellant's application be processed for prospective employment opportunities only.

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 27TH DAY OF APRIL 2022



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