



**STATE OF NEW JERSEY**

In the Matter of Program Support  
Specialist Trainee

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

CSC Docket No. 2025-45

Request for Title Creation

**ISSUED:** August 14, 2024 (SLK)

The Division of Agency Services (Agency Services), on behalf the Department of Human Services (DHS), requests the creation of the noncompetitive title of Program Support Specialist Trainee.

By way of background, incumbents in the title will function in a professional capacity and receive on-the-job training in the principles of monitoring, maintaining, and/or implementing client services/assistance programs; learn to coordinate requests from internal units, individuals, and other agencies to provide information concerning program activities; render technical assistance in specialized program areas; review and evaluate personal or financial data to determine client eligibility; identify potential fraud or abuse; and conduct site visits, studies, and investigations.

The current entry level to the Program Support Specialist series requires a Bachelor’s degree and one year of experience. The DHS expressed the need for a trainee level to aid in the recruitment and staffing of its growing number of programs. The trainee title will enable DHS to hire individuals without prior work experience and train them in its respective areas.

Accordingly, Agency Services recommends that the Program Support Specialist Trainee title be allocated to the non-competitive division of the career service pursuant to *N.J.A.C. 4A:3-1.2(c)1* as it is Agency Services’ opinion that competitive testing at the trainee level is not practicable due to the knowledge, skills,

and abilities associated with the job. This is an entry-level trainee title, which is intended to provide on-the-job training where the knowledge, skills, and abilities associated with this title are essentially learned on the job.<sup>1</sup> Additionally, Agency Services presents that the appropriate negotiations representative has been notified of the creation of the new title and has not expressed any objections. Finally, Agency Services requests that the effective date of this action be the beginning of the first pay period that follows the Civil Service Commission's (Commission) approval of these actions.

## CONCLUSION

*N.J.A.C.* 4A:3-3.6(a) states, in pertinent part, that the Commission may determine that a new title or title series is necessary. *N.J.A.C.* 4A:3-1.2(a) states that the Commission shall allocate and reallocate career service titles between the competitive and non-competitive divisions. *N.J.A.C.* 4A:3-1.2(c) states, in pertinent part, that a job title may be placed in the non-competitive division on an ongoing basis when it is determined that competitive testing is not practicable due to the nature of the knowledge, skills, and abilities associated with the job.

Based on the foregoing, ample reasons exist for the creation of the Program Support Specialist Trainee title and the allocation of this title to the noncompetitive division of the career service. In this regard, that title is an entry-level trainee position. No experience is required as the skills required to perform the job are gained through on-the-job training. Given the lack of an experience requirement, competitive testing is not practicable since the knowledge, skills and abilities associated with this title are evaluated during the mandatory training period.

## ORDER

Therefore, it is ordered that this request be granted, and the title of Program Support Specialist Trainee be established. It is further ordered that the Program Support Specialist Trainee title be allocated to the non-competitive division of the career service. This action shall be effective the beginning of the first pay period following the issue date of this decision.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

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<sup>1</sup> Although the job specification is impacted by Executive Order 327 to allow for experience at the forefront of the requirements, applicants can still meet the requirements for the title with just a Bachelor's degree.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 14<sup>TH</sup> DAY OF AUGUST, 2024

*Allison Chris Myers*

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