



STATE OF NEW JERSEY

In the Matter of Jamila Bemby,
Supervising of Customer Service
(M1335F), Newark

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

CSC Docket No. 2025-1062

Examination Appeal

ISSUED: February 26, 2025 (SLK)

Jamila Bemby appeals the determination of the Division of Agency Services (Agency Services) that she did not meet the requirements for the Supervising of Customer Service (M1335F), Newark open competitive examination.

The closing date of the examination was September 23, 2024. The experience requirements were four years of experience in the receiving and handling of customer complaints and inquiries. A total of 23 applicants applied for the subject examination and three were found eligible. The list expires on November 6, 2026.

On the appellant's application, she indicated that she was an Office Manager for Seton Hall University from August 2022 to October 2022, a 20-hour per week Administrative Management Consultant/Owner for M.A.S.S. Solutions from January 2018 to the closing date, and a Principal Management Assistant for University Hospital from November 2017 to March 2018. Additionally, on her resume, she indicated that was an Event Planning Consultant for NAN Newark Tech World in 2017, a Special Projects Consultant for The Positive Community from 2012 to 2016, a Student Accounts Coordinator for Somerset Christian College from 2011 to 2012, an Account Advertising Manager for The Positive Community from 2007 to 2011, a Manager, Box Officer Operations for the South Orange Performing Arts Center in 2006, a Schedule Systems Administrator and Trainer for the New Jersey Performing Arts Center from 2000 to 2005, a House Management Operations Coordinator from 2000 to 2002, a Principal Clerk, Deputy Mayor's Office for Newark, Department of Housing and Economic Development from 1992 to 2000, and a Secretarial Assistant

from 1992 to 1996. The Division of Agency Services (Agency Services) determined that she lacked four years of experience.

On appeal, the appellant presents that she had two and one-half years of experience working as a Customer Service Representative for Federal Express and three years of experience working for the New Jersey Law Journal, which included experience as a Receptionist, Executive Assistant, Classified Sales Representative, and Sales and Customer Service Billing Manager. Additionally, she describes her experience with Newark, New Jersey Performing Arts Center, Macy's East – Short Hills, Newark Summer Youth Employment Program, South Orange Performing Arts Center, Somerset Christian College, The Positive Community, University Hospital, M.A.S.S. Solutions, and Seton Hall University. The appellant emphasizes the customer service duties that she performed in these positions.

The appellant further clarifies that during her employment with Newark, her sole purpose was to assist patrons as she was the only person at the front desk of the office. She highlights her certificate in customer service from a class she took while working for Newark. Further, the appellant notes that when she worked for the New Jersey Performing Arts Center, while it was not her only job, she was the initial point person for all patron complaints and resolutions.

CONCLUSION

N.J.A.C. 4A:4-2.3(b)2 requires applicants to possess all the requirements specified in an announcement for an open competitive examination by the closing date. *N.J.A.C.* 4A:4-2.1(f) provides that an application may only be amended prior to the announced closing date. *N.J.A.C.* 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

In response, Agency Services correctly determined that the appellant lacked the required experience for the Supervisor of Customer Service (M1335F), Newark, open competitive examination. Regarding any experience, such as the appellant's experience with Federal Express and the New Jersey Law Journal which she did not include on her application or the resume that she submitted prior to the examination closing date, this experience cannot be considered as this experience is an amendment to her application after the closing date. *See N.J.A.C.* 4A:4-2.1(f).

Concerning the appellant's experience that was submitted prior to the examination closing date, while she may have served in positions where she worked with customers, a review of her application and resume does not indicate that she held any position where performing the required duties was the **primary focus**. For example, as a Principal Clerk and Secretarial Assistant for Newark, her resume indicates that the primary duties in these positions were secretarial and administrative. In order for experience to be considered applicable, it must have as

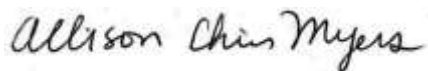
its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). Moreover, while the appellant clarifies on appeal that while working for Newark, she was the only person at the front desk of the office, and she states that her sole purpose was to assist patrons, general customer service experience is not the same as handling complaints. While a front desk person would likely receive inquiries from customers, the appellant has not clearly indicated that resolving the customer complaints was a primary duty. Applicants are required to unambiguously indicate relative experience on the application to clearly demonstrate that their experience matches that required in the announcement. *See In the Matter of Marcella Longo* (MSB, decided November 4, 2004) and *In the Matter of Rui Reguinho* (MSB, decided October 6, 2004).

ORDER

Therefore, it is ordered that this appeal be denied.

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 26TH DAY OF FEBRUARY, 2025



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