

B-4



STATE OF NEW JERSEY

In the Matter of Laura Calcese,  
Motor Vehicle Commission

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

CSC Docket No. 2015-3050

Classification Appeal

ISSUED: OCT 23 2015 (JET)

Laura Calcese appeals the attached decision of the Division of Agency Services (Agency Services) that the proper classification of her position with the Motor Vehicle Commission is Building Services Coordinator 3. The appellant seeks a Building Management Services Specialist 4 classification.

The record in the present matter establishes that at the time the appellant filed her request for a classification review, she was serving as a Building Services Coordinator 3. The appellant's position is located in the Facilities and Support Services unit and she does not have any supervisory duties. The appellant sought a reclassification contending that her position would be more appropriately classified as a Building Management Services Specialist 4. In support of her request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the different duties that she performed. Agency Services reviewed all documentation supplied by the appellant including her PCQ. Based on its review of the information provided, including the unit organization chart, Agency Services concluded that the appellant's position was properly classified as a Building Services Coordinator 3.

On appeal, the appellant asserts that she is responsible for reviewing the Building Automated System (BAS)<sup>1</sup> on a daily basis, identifying problems, and dispatching resources in order to correct deficiencies. The appellant confirms that

<sup>1</sup> The BAS is a program used to monitor the HVAC system. The appellant contends that, other than her supervisor, she is the only employee who knows how to operate the system.

such duties constitute 60% of her work. Further, the appellant contends that during a telephone interview that was conducted in furtherance of her classification request, she indicated that she is the liaison between various supervisors and her Assistant Director. The appellant explains that she receives work orders, reviews work orders, assigns work orders to maintenance staff, and compiles the information into a computer system. The appellant adds that her duties include preparing reports, reviewing building audit materials, reviewing vehicle mileage, scheduling vehicle repairs, and developing standard operating procedures. The appellant avers that, when her supervisor is not present, she is responsible for vehicle coordination, job schedule coordination, vendor contacts, vendor performance, and deployment of maintenance workers. The appellant adds that she responds to emergency issues on behalf of her supervisor. In addition, she coordinates set-ups for three training rooms, schedules events in the main lobby, and serves as a representative at monthly tenant meetings. Moreover, the appellant asserts that she has been providing instruction and completing employee evaluations for an on-site Repairer for five years.

Additionally, the appellant reviewed the job specifications for Building Management Services Specialist 4 and Building Services Coordinator 3. She explains that she compared the examples of work in the job specifications with the information listed on her PCQ. Based on her review of the job specifications for the titles, the appellant maintains that her duties are consistent with the job specification for Building Management Services Specialist 4.

In response, Agency Services maintains that the appropriate classification for the appellant's position is Building Services Coordinator 3.

### CONCLUSION

The definition section of the job specification for Building Management Services Specialist 4 states:

Under general supervision in a State department or local government agency, completes analytical or other basic professional work required to provide or support the provision of building management, operation, maintenance, security, service and/or renovation programs; does other related duties as required.

The definition section of the job specification for Building Services Coordinator 3 states:

Under the direction of a supervisory officer in a State department, division, institution, or agency, performs the work

involved in scheduling, coordinating, follow-up, and expediting the alterations, renovations, repairs, and maintenance of office space in the central office buildings and field offices throughout the State; does related work as required.

In the instant matter, Agency Services properly determined that the appellant's position was appropriately classified as a Building Services Coordinator 3. Based on a review of the PCQ submitted by the appellant and related documentation, the majority of the appellant's duties include performing daily monitoring of the BAS system; managing temperature control settings; determining if the HVAC system is working properly; scheduling maintenance of HVAC equipment; receiving HVAC service requests; following up with field staff, landlords, and contractors; reviewing and assigning work orders to maintenance staff; reviewing maintenance data; and preparing maintenance reports for management. In fact, the appellant admitted on appeal that 60% of her duties constitute the review of the BAS system. Such duties are consistent with the Building Services Coordinator 3 title. Additionally, the appellant provides no substantive documentation in support of her claims that a higher classification is justified based on the work she performs. As Agency Services found, the appellant did not perform duties commensurate with the examples of work for a Building Services Specialist 4, such as analytical or other basic professional work required to provide or support the provision of building management, operation, maintenance, security, service and/or renovation programs. Incumbents in the Building Services Specialist 4 title are responsible for coordinating and implementing building management programs and conducting building operations analysis, program development, and fiscal planning. Such duties were not listed on the appellant's PCQ.

Although the appellant argues on appeal that she develops standard operating procedures and completes employee evaluations for an on-site Repairer and that her duties are similar to the examples of work section in the job specification for Building Management Services 4, the fact that some of an employee's assigned duties may compare favorably with some examples of work found in a given job specification is not determinative for classification purposes, since, by nature, examples of work are utilized for illustrative purposes only. Moreover, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. For purposes of determining the appropriate level within a given class, and for overall job specification purposes, the definition portion of the job specification is appropriately utilized.

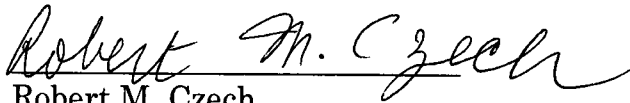
Accordingly, there is no basis to disturb Agency Services' determination that the proper classification of the appellant's position is Building Services Coordinator 3.

**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 21<sup>st</sup> DAY OF OCTOBER, 2015



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries and Correspondence	Henry Maurer Director Division of Appeals & Regulatory Affairs Civil Service Commission Written Record Appeals Unit P.O. Box 312 Trenton, New Jersey 08625-0312
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Attachment

c: Laura Calcese  
Roopa Trotter  
Kenneth Connolly  
Joseph Gambino



STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
DIVISION OF AGENCY SERVICES  
P. O. Box 313  
Trenton, New Jersey 08625-0313

Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

Robert M. Czech  
Chair/Chief Executive Officer

April 16, 2015

Laura Calcese



**Re: Classification Appeal – Building Services Coordinator 3 (A16), Position # [REDACTED],  
CPM Log # [REDACTED] EID # [REDACTED]**

Dear Ms. Calcese:

This is to inform you of our determination concerning the classification appeal referenced above. The determination is based upon a thorough review and analysis of the Position Classification Questionnaire submitted and the information and documentation submitted by you, your immediate supervisor, Salvatore Panico, and your Appointing Authority during the review process.

Issue:

You are serving permanently in the title, Building Services Coordinator 3 (15, A16, 40206), and contend you are performing duties and responsibilities commensurate with the title, Building Management Services Specialist 4 (18, P18, 52572).

Organization:

Your position is assigned to Facilities and Support Services Unit of the New Jersey Motor Vehicle Commission. You report directly to Salvatore Panico, Assistant Director Facilities Management (32, &32, 61039). Your position is assigned no supervisory responsibilities.

Findings of Fact:

The primary function of your position is to monitor, schedule, coordinate, and, expedite maintenance and equipment repair for all the Motor Vehicle Commission (MVC) agency locations and the Trenton Office Complex.

You perform the following assigned duties and responsibilities:

- Perform daily monitoring of the Building Automation System (BAS) for 10 MVC agencies. Determine if the HVAC system is working properly, manage temperature control settings, and arrange for maintenance and repair of HVAC equipment when needed.

- Receive HVAC service requests via phone or email from agency managers of 33 MVC agencies. Coordinate and follow-up with field staff, landlords, and contractors to repair the equipment.
- Review, prioritize, and assign work orders to maintenance staff to perform the needed maintenance and repairs.
- Review collected maintenance data and prepare operational reports for management to ensure compliance with Public Employees Occupational Safety and Health (PEOSH) standards.

Review and Analysis:

Currently your position is classified in the title, Building Services Coordinator 3 (15, A16, 40206). The definition section of the job specification for the title, Building Services Coordinator 3, states:

“Under the direction of a supervisory officer in a state department, division, institution, or agency, performs the work involved in scheduling, coordinating, follow-up, and expediting the alterations, renovations, repairs, and maintenance of office space in the central office buildings and field offices throughout the state; does related work as required.”

The definition section of the job specification for the title, Building Management Services Specialist 4 (18, P18, 52572), states:

“Under general supervision in a state department or local government agency, completes analytical or other basic professional work required to provide or support the provision of building management, operation, maintenance, security, service and/or renovation programs; does other related duties as required.”

An incumbent, assigned this title, performs duties and responsibilities primarily focused on coordinating and implementing building management programs including building operations analysis, program development, and fiscal planning. The review of the information obtained during the classification process does not indicate this position performs tasks commensurate with the title, Building Management Services Specialist 4.

A review of the job duties and responsibilities assigned to your position revealed your position performs daily monitoring of the Building Automation System (BAS) to determine if the HVAC system is working properly manages temperature control settings, and arranges for maintenance and repair of HVAC equipment when needed. Your position is tasked with reviewing and prioritizing work orders and then assigning the work orders to maintenance staff. In addition, your position is responsible for reviewing collected maintenance data and preparing operational reports for management to ensure compliance with Public Employees Occupational Safety and Health (PEOSH) standards. The duties and responsibilities assigned to your position are consistent with those assigned to the title, Building Services Coordinator 3.

Determination:

Based upon the findings of fact cited above, it is my determination that the assigned duties and responsibilities performed by this position are consistent with the title, **Building Services Coordinator 3 (15, A16, 40206)**; therefore, your position is appropriately classified.

Laura Calcese  
April 16, 2015  
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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 Record Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. 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,



Cheryl Legg, Human Resource Consultant  
Division of Agency Services

CL/SLR

Cc: Roopa Trotter

