



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Matthew Golding,
Department of the Treasury

CSC Docket No. 2017-2397

Classification Appeal

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ISSUED: **OCT 13 2017** (RE)

Matthew Golding appeals the attached decision of the Division of Agency Services (DAS) which found that his position with the Department of the Treasury was properly classified as Senior Postal Clerk. He seeks a Computer Operator 3 job classification in this proceeding.

Mr. Golding received a regular appointment to the title Supply Support Technician 3 on July 5, 2001. This position is located in the Division of Taxation, Operations, Facilities Management Operations, Printing and Processing Center, reports to a Principal Postal Clerk, and does not have supervisory responsibilities. Upon his request for a classification review of his position, a review of Mr. Golding's Position Classification Questionnaire (PCQ) and related documentation was performed, along with a telephone audit with the appellant and his supervisor. The classification review found that Mr. Golding's assigned duties and responsibilities, as detailed in DAS' decision, were commensurate with the title of Senior Postal Clerk.

On appeal, Mr. Golding asserts that he operates or assists in the operation of a stored-program electronic computer in the Printing and Processing Center. He states that duties performed in the Printing and Processing Center do not include utilizing the electronic processing system or maintaining files, documents and processing errors for the completion of requests of assignments, which are duties of a Senior Postal Clerk. He states that these duties are performed in the mail room, which has its own supervisor and staff. He argues that the Printing and Processing Center is separate from the mailroom, and two electronic computers contain five

stored programs, which he lists, and he submitted their descriptions. He asserts that batch/file processing jobs are executed via the computer console and he provides standard operating procedures for processing these jobs from various folders and different computer drives. He maintains that his duties are different than those of a typical mail room, and he does not pick up, deliver, receive packages or meter mail.

DAS replied that the appellant does not work within a subordinate computer center or data center, and his use of computers and printing operation systems serve as primary functional tools to perform work responsibilities.

CONCLUSION

N.J.A.C. 4A:3-3.9(e) states that in classification appeals the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which if portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the job specification for Senior Postal Clerk states:

Under direction of a Principal Postal Clerk or other supervisor in a State department or agency which has its own post office, takes the lead in a small group of Postal Clerks and other employees engaged in collecting, sorting, distributing, recording, and stamping incoming and outgoing letters and packages; does related work as required.

The definition section of the job specification for Computer Operator 3 states:

Under immediate supervision in one of the Data Centers listed above or in a subordinate Computer Center in a State department, agency, institution, or State college, serves as member of a team of operators responsible for the operation of a single large-scale, multi-programmed computer supporting a complex teleprocessing network with databases and peripheral devices; or, under an appropriate supervising official in a less complex computing facility, operates, or assists in the operation of a stored-program electronic computer; does other related duties as required.

The job specification for Computer Operator 3 has two parts, and the appellant is clearly not serving in a data center for the Office of Information Technology or Higher Education. Nor does he work in a subordinate computer center assisting with the operation of a single large-scale, multi-programmed computer supporting a complex teleprocessing network with databases and

peripheral devices. As such, in order to classify the position as Computer Operator 3, it must be required to be in a less complex computing facility, operating, or assisting in the operation of a stored-program electronic computer.

The Supervisor of Operations provides a description of the environment. He states that the Division of Taxation implemented an automated (web-based/server) computer environment to electronically process 85% of its taxpayer liability notices, 100% of its certified mail notices, and other special mailings generated by the Division's Taxpayer Data Warehouse and Data Systems & Technology. He indicates that these mailings were formerly in a mainframe format and processed by the Office of Information Technology, and the appellant is not performing his duties in the Taxation Mail Room Operation or Taxation Warehouse. He states that jobs are executed via two Command Center Computers which are web-based deployment with a local SQL server database, and program software stored on servers. The center supports a complex teleprocessing network with various databases, and peripheral devices include three programmable high-speed multifunction printers, and two programmable laser inserters. Documents and jobs are formatted in Word with variables, transmitted in batch format, and retrieved and executed via specialized software and applications. The appellant is required to transfer files, archive and delete job logs on a daily basis, trouble-shoot and analyze errors, and program and setup computerized laser inserters and printers.

The question herein is which job specification definition does Mr. Golding's duties more closely match. Classification determinations are based on the *primary functions* assigned to the position. In this case, DAS contends that the use of computers and printing operation systems are serving as primary functional tools to perform work responsibilities, which is to process the outgoing mail. The appellant does not determine himself what documents are to be processed, rather, but processes assigned jobs. Since the department switched from manual to electronic computerized systems, he must use the computer and peripheral equipment to process these assigned jobs. Neither of the job specification definitions are a paragon of clarity and neither contains duties that are up-to-date with current technology. Indeed, the Computer Operator 3 specification refers to line printers and aligning forms, punched cards, and magnetic media in tape. The duties of this title appear to be archaic or becoming archaic. On the other hand, the Senior Postal Clerk duties are manual in nature, and have little to do with technology. However, the machines mentioned are electronic scales, inserting and sealing machines, meter machines, perforating machines, automated presort machines and "remote accounting system." These devices are out-dated in comparison with the equipment that the appellant operates. In this regard, the Division of Agency Services should reevaluate the job specification for Senior Postal Clerk to determine if evolving duties have changed the primary focus of the title.

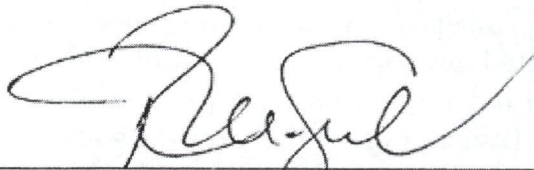
Looking first at the Senior Postal Clerk definition, it is not established that the appellant takes the lead in a small group of Postal Clerks and other employees. He indicated that he occasionally supervises a Senior Clerk, but none of the duties listed on his PCQ include lead worker duties. He is also not engaged in collecting, sorting, distributing, recording, and stamping incoming letters and packages. Rather, the primary duties include ensuring that the outgoing mail *produced* by the Division is printed and processed. In the course of that work, he assists with job setups as requested by the customer, monitors the system consoles to troubleshoot system error messages and reports errors, identifies and report problems needing to inefficiency, ensures necessary materials are on hand and equipment is in working condition, maintains logs, and completes data backups. Comparing these duties with the definition of the requested title indicates that the appellant operates, or assists in the operation of a stored-program electronic computer, in order to print and process documents, and he could not perform the latter without doing the former. The nature of the position indicates that appellant *must* operate an electronic computer in order to successfully perform in his position, *i.e.*, he would not be able to print and process the mail without doing so. Indeed, most of his duties revolve around operation of a stored-program electronic computer and peripheral devices. In this case, performance of the required duties for the position incorporate aspects of both titles, but are more closely aligned with Computer Operator 3. Thus, the evidence in this case demonstrates that the appellant's position should be classified as Computer Operator 3.

ORDER

Therefore, it is ordered that this appeal be granted and the classification of the position encumbered by Matthew Golding is Computer Operator 3, effective August 20, 2016.

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
THE 4th DAY OF OCTOBER, 2017



Robert M. Czech, 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: Matthew Golding
Douglas Ianni
Kelly Glenn
Records Center



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
MUNICIPAL SERVICES
P. O. Box 113
Trenton, New Jersey 08625-0113

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Grech
Chair/Chief Executive Officer

January 6, 2017

CORRECTED LETTER

Mr. Matthew Golding
Department of the Treasury
Division of Taxation
PO Box 249
50 Barrack Street
Trenton, New Jersey 08695

RE: Classification Appeal, Supply Support Technician 3
AS Log# [REDACTED], Position# [REDACTED], EID# [REDACTED]

Dear Mr. Golding:

This is to inform you, and the Department of the Treasury, of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted and a telephone audit conducted with you, and your immediate supervisor, David Schuster.

Issue:

You are appealing your current title of Supply Support Technician 3 (O10-43872) is not consistent to your current assigned duties and responsibilities. You contend that the title of Computer Operator 3 (A13-53302) is an appropriate title for your position.

Organization:

Your position is located in the Division of Taxation, Operations, Facilities Management Operations, Printing and Processing Center. You report directly to David Schuster, Principal Postal Clerk (R14). Your position does not possess supervisory responsibility.

Mr. Matthew Golding
Page 2
January 6, 2017

Finding of Fact:

The primary responsibilities of your position include, but are not limited to the following:

- Maintaining job logs, monitoring and changing computer input/output queues, processing first class liability notices, certified mail notices, and other special mailings generated by the Printing and Processing Center.
- Evaluating and providing support to team leader or supervisor for the implementation of electronic mail by utilizing computerized equipment.
- Extracting and transferring files, archiving records, mailing, and deleting job logs on a daily basis. Reviewing information to ensure correctness in conjunction with determining their next destination.
- Monitoring, troubleshooting, and identifying error codes, console malfunctions and processing job inserts or envelopes, while ensuring that electronic equipment is properly functioning.
- Assisting in job set-ups, identifying and reporting setbacks, cleaning inserters and scheduling equipment maintenance repairs for the Printing and Processing Center.

Review and Analysis:

In reviewing your request, various titles were examined in relation to the overall duties being performed by your position to determine the most appropriate classification for the tasks described by you and your supervisor.

Your position is currently classified by the title Supply Support Technician 3 (O10-43872). The definition section of the job specification for this title states:

“Under the general supervision of a Supply Support Technician 2 or other supervisor in a state department, institution, or agency, assists with work involved in shipping, receiving, transporting, storage, stock rotation, pulling, checking, loading of trucks for delivery of supplies and

Mr. Matthew Golding
Page 3
January 6, 2017

materials in warehouse, distribution center, maintenance service area, or other complex installation with similar operations; does related work as required."

Your position has been assigned duties and responsible of a different nature than a Supply Support Technician 3.

You contend that the title Computer Operator 3 (A13-53302) is an appropriate title for your position. The definition section for this title states:

"Under immediate supervision in one of the Data Centers listed above or in a subordinate Computer Center in a state department, agency, institution, or state college, serves as member of a team of operators responsible for the operation of a single large-scale, multi-programmed computer supporting a complex teleprocessing network with data bases and peripheral devices; or, under an appropriate supervising official in a less complex computing facility, operates, or assists in the operation of a stored-program electronic computer; does other related duties as required."

A Computer Operator 3 serves as a member of a team of operators responsible for the operation of a large-scale multi-programmed computer supporting a complex teleprocessing network with data bases and peripheral devices in a subordinate Computer Center; or assists in the operation of a stored-program electronic computer.

The definition section of the job specification for the title Senior Postal Clerk (A10-20423) states:

"Under direction of a Principal Postal Clerk or other supervisor in a state department or agency which has its own post office, takes the lead in a small group of Postal Clerks and other employees engaged in collecting, sorting, distributing, recording, and stamping incoming and outgoing letters and packages; does related work as required."

A Senior Postal Clerk typically takes the lead in the collection, sorting, distributing, recording, and stamping incoming and outgoing letters and packages. Incumbents perform duties such as utilizing electronic processing systems for assigned records,

Mr. Matthew Golding
Page 4
January 6, 2017

letters and mail, and assists in maintaining files, documents, and processing errors for the completion of requested assignments.

A review of the assigned duties and/or responsibilities performed are significantly descriptive and commensurate with the title of Senior Postal Clerk.

Determination:

Based upon the finding fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by the title of Senior Postal Clerk (A10-20423), effective, effective August 20, 2016.

This classification determination does not imply that you will meet the eligibility requirements of the title. It is the responsibility of the appointing authority to ensure that an incumbent meets the eligibility requirements prior to any appointment.

The New Jersey Administrative Code 4A:3-3.5(c)1 states that "within 30 days of receipt of the reclassification determination, unless extended by the Commissioner in a particular case for good cause, the Appointing Authority shall either effect the required change in the classification of an employee's position; assign duties and responsibilities commensurate with the employee's current title; or reassign the employee to the duties and responsibilities to which the employee has permanent rights. Any change in the classification of a permanent employee's position, whether promotional, demotional or lateral, shall be effected in accordance with all application rules."

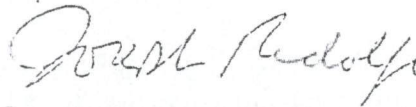
Within 30 days of receipt of this letter, we will implement reclassification procedures to reclassify this position to the title Senior Postal Clerk (A10-20423) unless we are advised by the appointing authority that out of title duties and responsibilities not commensurate with your permanent title will be reassigned.

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 Records 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

Mr. Matthew Golding
Page 5
January 6, 2017

well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,



Joseph Ridolfi, Team Leader
Agency Services

JR/mj

c: Ms. Laura Budzinski, Treasury, Human Resources
PMIS UNIT, CSC