



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Helen Perez,
Keyboarding Clerk 3, Woodbridge

Examination Appeal

CSC Docket No. 2017-4066

ISSUED: November 2, 2017_(RE)

Helen Perez appeals the determination of the Division of the Agency Services (Agency Services), which found that she was below the minimum requirements in experience for a qualifying examination for Keyboarding Clerk 3.

By way of background, Ms. Perez was appointed provisionally, pending a qualifying examination (PAQ), in the Keyboarding Clerk 3 title effective January 1, 2017. Agency Services processed a qualifying examination for Ms. Perez to determine if she possessed the necessary qualifications for the subject title (see attached).

On her qualifying examination application, Ms. Perez listed her positions as a Keyboarding Clerk 3, and Principal Employee Benefits Clerk, Typing, and Senior Employee Benefits Clerk, Typing. In its determination dated May 25, 2017, Agency Services determined that Ms. Perez does not possess applicable experience outside of her provisional position, thereby lacking one year, seven months of the required experience, with one year of experience at the Keyboarding Clerk 2 level. Therefore, since Ms. Perez did not meet the requirements, she did not pass the qualifying examination for the subject title. Agency Services noted that there was no out-of-title work submitted.

On appeal, Ms. Perez argues that, while serving as a Principal Employee Benefits Clerk, Typing, and Senior Employee Benefits Clerk, Typing, from 2007 through 2016, she performed work as indicated on the job specifications for those

titles. She also argues that, while serving as a Keyboarding Clerk 3, over 50% of her work time is dedicated to typing.

Official records indicate that Ms. Perez was a Principal Employee Benefits Clerk, Typing from November 2011 to June 2012, when she was provisionally appointed to Principal Employee Benefits Clerk. At its meeting of June 6, 2012, the Civil Service Commission (Commission) approved a local government title consolidation initiative, which included Ms. Perez' prior-held titles of Principal Employee Benefits Clerk, Typing and Senior Employee Benefits Clerk, Typing. It was stated that these titles, and others, were identical to their corresponding base titles except for the inclusion of typing duties. The decision indicated that most positions require some level of proficiency in keyboarding/typing information into a computer or other key entry device. Thus, maintaining separate titles for this function is unnecessary and obsolete by today's standards. The title actions were processed as lateral employee movements, and the titles were inactivated.

The appointing authority submits a letter of support and states that Ms. Perez has been employed with Woodbridge since 1984. During that time, it asserts that appellant has been actively working on computers performing data entry, typing reports and letters, and performing other daily tasks requiring skills in keyboarding. It also asserts that appellant exceeded the requirement of 50% of typing in all of her prior-held titles.

CONCLUSION

At the outset, it must be underscored that a "Qualifying Examination" examination requires the candidate to demonstrate on her qualifying examination application that she possesses the necessary experience for the subject title in order to effect a lateral transfer to the title. Additionally, 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).

Agency Services determined that the appellant's experience in the titles Principal Employee Benefits Clerk, Typing and Senior Employee Benefits Clerk, Typing did not have clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, and reports, charts, forms and other materials as the primary focus of the positions. As indicated in the Commission's June 6, 2012 determination, the typing variant for Principal Employee Benefits Clerk was identical to the corresponding base title except for the inclusion of typing duties. However, Ms. Perez clearly indicated on her application that she primarily entered data into a Human Resource computer system while serving in these titles. Ms. Perez states that as a Principal Employee Benefits Clerk, Typing, and Senior Employee Benefits Clerk, Typing, from 2007 through

2016, she performed work as indicated on the job specifications for those titles. A review of those job specifications does not indicate that incumbents primarily produce documents such as letters, memos, and reports, charts, forms and other materials, and simply performing typing duties as part of required responsibilities does not confirm that those typing duties were the primary focus of the positions. A thorough review of Ms. Perez' application and appeal submissions, including the appointing authority's submission, indicates that she does not meet the experience requirements for a qualifying examination for the subject title.

In fact, the description of duties provided by Ms. Perez for her provisional position is not reflective of clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, and reports, charts, forms and other materials as the primary focus. Ms. Perez indicates that she provides technical support and statistical information. She stated that she creates new forms, Excel spreadsheets, and procedural documents, posts leave balances and credit card transactions, and corresponds by memorandum and email. However, she also runs daily reports, scans, maintains, and archives electronic files, verifies reports and data entries, adjusts attendance, keeps attendance records, calculates accrued time, meets with employees to discuss leave time, corresponds by phone, posts leave balances, provides customer service, records detailed requests from residents, makes updates to data, recommends improvements, speaks Spanish, acts as an administrator for the credit card system, and trains and instructs new employees. Based on the above, Agency Services should review the appellant's job duties to determine whether she is serving in the most appropriate title.

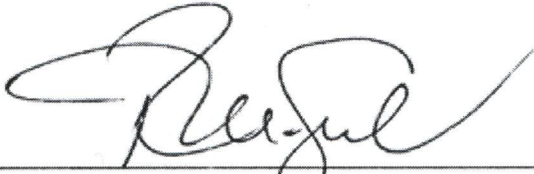
Agency Services correctly determined that Ms. Perez did not pass the subject qualifying examination. Therefore, she has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this request be denied, and the matter of the appellant's position classification be referred to Agency Services for review

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 1st DAY OF NOVEMBER, 2017



Robert M. Czech, Chairperson
Civil Service Commission

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and
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Attachment

- c. Helen Perez
Robert Landolfi
Kelly Glenn
Records center



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
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Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

TO: Nancy Bill **DATE:** May 25, 2017
FROM: Chelsea Marchetti
Human Resource Consultant
SUBJECT: Qualifying Examination

This is to advise you that we processed a Qualifying Examination for:

Candidate's Name: **Helen Perez**
Employee ID #: **[REDACTED]**
Jurisdiction: **Woodbridge Township**
Title: **Keyboarding Clerk 3**
Results: **FAIL**
Effective Date: **N/A**

The requirements for this title include:

EXPERIENCE:

Two (2) years of clerical experience operating an alphanumeric keyboard or typewriter to produce documents such as letters, memos, reports, charts, forms and other materials; one (1) year of which must have been performing duties at or equivalent to the Keyboarding Clerk 2 level.

NOTE: Successful completion of a clerical training program with a minimum of 700 clerical training hours or 30 semester hour credits in secretarial science from an accredited college or university may be substituted for one (1) year of experience indicated above. Coursework must include keyboarding/typing skills, methods, and procedures; other courses may include, but not be limited to, office procedures, word processing, and business English.

NOTE: Applicants will be required to demonstrate proficiency in keyboarding or typing.

Determination:

Ms. Perez received 5 months, full credit while serving provisionally. There was no other applicable experience on her resume. Therefore, she lacks one (1) year, seven (7) months of the necessary experience indicated above, with one (1) year experience at the Keyboarding Clerk 2 level.

Out-of-title work experience for the title under review:

There was no OOT experience submitted for review.

c: Team Leader: Scott Nance
Appointing Authority: Robert Landolfi, Business Administrator
Woodbridge Township