



B-7

**STATE OF NEW JERSEY**

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

In the Matter of Nancy Howell and  
Steven Stokley, Department of the  
Treasury

Classification Appeals

CSC Docket Nos. 2017-2815  
2017-2855

**ISSUED: JUN 26 2017**

(RE)

Nancy Howell and Steven Stokley appeal the attached decisions of the Division of Agency Services (DAS), which found that their positions with the Department of the Treasury are properly classified as Assistant Chief, Division of Pensions. They seek a Chief, Division of Pensions job classification in these proceedings. These appeals have been consolidated due to common issues.

The appellants received appointments to the title of Assistant Chief, Division of Pensions on September 7, 2013. The appellants submitted classification appeals arguing that their duties were in line with the title of Chief, Division of Pensions. Ms. Howell's position is located in the Department of the Treasury, Division of Pensions and Benefits, Office of Client Services – Telecommunications and Interview Units, and reports to Mary Ann Ryan, Senior Executive Service. The position is responsible for direct supervision of three Supervising Pensions Benefits Specialist positions. Mr. Stokley's position is located in the Department of the Treasury, Division of Pensions and Benefits, Office of Client Services – Education/Communications & Correspondence, and reports to Mary Ann Ryan, Senior Executive Service. The position is responsible for direct supervision of one Supervising Pensions Benefits Specialist position.

A review of information regarding the appellants' positions were performed along with a detailed analysis of the Position Classification Questionnaires (PCQ), and all related documents. The classification reviews found that the assigned duties and responsibilities, as detailed in DAS's decisions, were commensurate with the title of Assistant Chief, Division of Pensions. It is noted for the record that each



appellant received a provisional appointment pending promotional examination, effective March 18, 2017, pursuant to a Salary Adjustment Request.

On appeal, Ms. Howell argues that she oversees the operation and management of work programs for two units, the Call Center and the Counseling Unit. She states that she is responsible for the hiring and firing of personnel, and estimating future workloads, required personnel and/or space and equipment. She contends that Assistant Directors oversee major areas of responsibility and report to Deputy Directors. She believes that the major areas of responsibility are comprised of bureaus that are supervised by Bureau Chiefs. She maintains that one bureau is telecommunications and counseling, while the other is education and communications. Thus, she argues that she manages the work programs of two units, the call center and the counseling unit, which warrants reclassification to the title Chief, Divisions of Pensions.

Mr. Stokley argues that he reports to an Assistant Director of Client Services rather than a Chief, Division of Pensions. He also maintains that the Office of Communications and the Education group are two distinct operational sections. He states that the Office of Communications is responsible for all print, Internet, and multimedia communications, while the Education section conducts individual and group training for members and retirees, and administrative training for participating employers. He states that each section is further subdivided into multiple units. He contends that both sections performed distinctly different roles and are independently supervised and staffed, as well as physically separated with offices on different floors. As such, he argues that he manages the work programs of two units, which warrants reclassification to the title Chief, Divisions of Pensions.

In response, DAS reiterated that a "Bureau" is defined as having the responsibility for the management and supervision of work programs of two or more defined units. It asserts that the counseling and call center areas are one sub-unit in the Division of Pensions and Benefits, and that the education, communications, and correspondence areas are also one sub-unit. It also indicated that the appellants are not responsible for supervision of staff at an Assistant Chief level.

## CONCLUSION

The definition section of the job specification for Chief, Division of Pensions states:

Under the general direction of the Director or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates and administers the work programs, activities and staff of a bureau; provides guidance and



direction to senior management in the development and recommendation of policies and procedures applicable to bureau operations; does related work as required.

The definition section of the job specification for Assistant Chief, Division of Pensions states:

Under general direction of the Chief or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates, and administers the work programs, activities, and staff of a bureau; provides guidance and direction to senior management in the development and recommendation of policies and procedures applicable to bureau operations; does related work as required.

The Chief, Division of Pensions job description indicates that this title is directly responsible for the planning, directing, coordinating and administering the work programs, activities and staff of a bureau. Both the Chief and Assistant Chief are management-level titles, but are at different levels. It is undisputed that the appellants perform managerial functions, and DAS determined that the duties of the position are commensurate with the Assistant Chief, Division of Pensions, as they do not manage at the level of the requested title. In this regard, the record demonstrates that the appellants' supervisor, currently an Assistant Director, is performing work of a Chief, Division of Pensions, as that position has management responsibility over two units. On the organizational chart, these are labeled as "Telecommunications and Interviews" and "Education, Communications & Correspondence." Each is not considered to be at the level of a bureau as the functions performed are sufficiently similar as to be appropriate to the same units. The major goal of the Office of Client Services is to provide the various pension system members and beneficiaries with the information associated with their membership. Ms. Howell's unit provides information through telephone services and through in-person interviews. Mr. Stokley's unit provides information through e-mail and correspondence, educational seminars and Webinars, and processing the mailing of forms and publications to clients. These areas are sufficiently similar as to not be considered separate units. As such, Assistant Chief, Division of Pensions is the appropriate classification for the positions.

With respect to the appellants' provisional appointments to Chief, Division of Pensions, subsequent to the position classification reviews, this does not evidence that Agency Services' determinations were in error. In this regard, the appellants were advanced as a result of promotional procedures via a salary adjustment request based on representations to this agency by the appointing authority and was *not* the result of formal classification audits of the positions. However, if the appellants' current duties are not consistent with a Chief, Division of Pensions



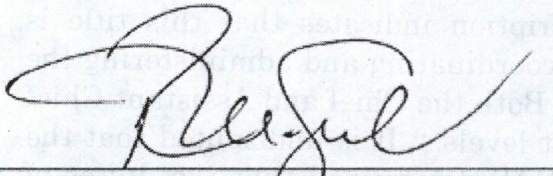
classification as outlined in this decision, the appointing authority may consider submitting a new salary adjustment request.

### ORDER

Therefore, the positions of Nancy Howell and Steven Stokley are properly classified as Assistant Chief, Division of Pensions.

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 21st DAY OF JUNE, 2017



Robert M. Czedh, Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

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

Enclosure

c: Nancy Howell  
Steven Stokley  
Douglas Ianni  
Kelly Glenn  
Records Center





Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

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

Robert M. Czech  
Chair Chief Executive Officer

February 24, 2017

Ms. Nancy Howell  
Department of the Treasury  
Division of Pensions and Benefits  
50 West State Street  
PO Box 295  
Trenton, New Jersey 08625-0295

**RE: Classification Appeal – Assistant Chief, Division of Pensions**  
**AS# 10160183, Position# [REDACTED], EID# [REDACTED]**

Dear Ms. Howell:

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.

**Issue:**

You are appealing your current title of Assistant Chief, Division of Pensions (V30) is not consistent your current assigned duties and responsibilities. You contend that the title Chief Division of Pensions (&32) is consistent with the duties that you currently perform.

**Organization:**

Your position is located in the Department of the Treasury, Division of Pensions and Benefits, Office of Client Services – Telecommunications and Interview Units. You report directly to Mary Ann Ryan, Senior Executive Service (M98) and oversee one (1) position of Pension Benefits Specialist 1 and one (1) position of Supervising Pension Benefits Specialist.



### **Finding of Fact:**

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

- Overseeing the operation for the Call Center which is responsible for handling all incoming calls to the Division of Pensions and Benefits.
- Identifying objectives in the Customer Initiative Plan which includes increasing the customer service levels in the Call Center and improving overall member experience during one-on-one interviews with Counselors.
- Monitoring various tracking systems which include: Interactive Voice Response (IVR); Communication Management System (CMS); and Siebel.
- Estimating future workloads, required personnel and/or space, and equipment.
- Implementing new or revised federal and state law, regulations, and reporting procedures.
- Developing and recommending policies and procedures in accordance with the Division of Pensions and Benefits' policies and goals.

### **Review and Analysis:**

Your position is currently classified by the title Assistant Chief, Division of Pensions (V30-53544). The definition section of the job specification for this title states:

"Under general direction of the Chief or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates, and administers the work programs, activities, and staff of a bureau; provides guidance and direction to senior management in the development and recommendation of policies and procedures applicable to bureau operations; does related work as required."

You contend that the title Chief, Division of Pensions (&32-61077) is an appropriate title for your position. The definition section of the job specification for the title Chief, Division of Pensions (&32-61077) states:

"Under the general direction of the Director or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates and administers the work programs, activities and staff of a bureau; provides guidance and direction to senior management in the development and recommendation of policies and procedures applicable to Bureau operations; does related work as required."



The Chief, Division of Pensions is assigned to the & (Managerial) Employee Relations Group. Personnel in the Management group consist of those employees who formulate management policies and practices and are charged with implementing the aforesaid policies and practices.

The preponderance of duties for this title involves: allocating and deploying staff, fiscal and other resources against competing demands and have the authority to do so without case-by-case approval from others; developing and determining the mission or objectives of the organization and/or has a distinctive role in furthering the organizations' overall mission; and developing (formulating) operating budgets.

A position classified as a Chief, Division of Pensions must have as the primary function duties involving the overall operation of a Bureau consisting of managing the work programs of two (2) or more defined units. A review of the Table of Organization shows that you have responsibility for the Counseling Unit and Call Center. From a classification perspective, those two areas are considered as a subsection of the Office of Client Services. Further, a review of the organizational structure provided does not support a Chief level title.

An analysis of your primary job duties and responsibilities finds that this position is mainly responsible for: identifying objectives in the Customer Initiative Plan which includes increasing the customer service levels in the Call Center and improving overall member experience during one-on-one interviews with Counselors; overseeing the various tracking systems which include: Interactive Voice Response (IVR); Communication Management System (CMS); and Siebel; and implementing new or revised federal and state law, regulations, and reporting procedures.

The assigned duties and/or responsibilities of your position are significantly descriptive and are commensurate with the title Assistant Chief, Division of Pensions.

**Determination:**

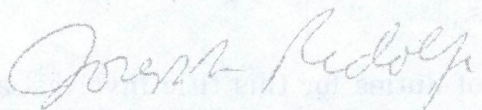
Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by your current title of Assistant Chief, Division of Pensions (V30-53544).

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, PO 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,



Joseph Ridolfi, Team Leader  
Agency Services

JR/RMD

c: Joanne Pascucci, Treasury, Human Resources





Chris Christie  
Governor  
Kim Guadagno  
Lt Governor

STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
AGENCY SERVICES  
P.O. Box 313  
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Robert M. Czech  
Chair Chief Executive Officer

February 24, 2017

Mr. Steven Stokley  
Department of the Treasury  
Division of Pensions and Benefits  
50 West State Street  
P.O. Box 295  
Trenton, New Jersey 08625-0295

**RE: Classification Appeal – Assistant Chief, Division of Pensions**  
AS# [REDACTED] Position# 958782, EID# [REDACTED]

Dear Mr. Stokley:

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.

Issue:

You are appealing your current title of Assistant Chief, Division of Pensions (V30) is not consistent your current assigned duties and responsibilities. You contend that the title Chief, Division of Pensions (&32) is consistent with the duties that you currently perform.

Organization:

Your position is located in the Department of the Treasury, Division of Pensions and Benefits, Office of Client Services – Education/Communications & Correspondence. You report directly to Mary Ann Ryan, Senior Executive Service (M98) and oversee one (1) position of Supervising Pension Benefits Specialist.



### Finding of Fact:

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

- Overseeing the operation for the Education/Communications and Correspondence areas which is responsible for providing information, guidance, and educational outreach to employees, employers, and retirees covered by the various New Jersey State administered retirement systems and health benefit programs.
- Developing and recommending policies and procedures in accordance with the Division of Pensions and Benefits' policies and goals.
- Implementing new or revised federal and state law, regulations, and reporting procedures.
- Resolving client/Bureau concerns which requires complex analysis or escalated problem solving.
- Estimating future workloads, required personnel and/or space, and equipment.
- Assessing the effectiveness of the Bureau performance through the use of surveys, statistical and narrative reports, and the analysis of member feedback.

### Review and Analysis:

Your position is currently classified by the title Assistant Chief, Division of Pensions (V30-53544). The definition section of the job specification for this title states:

"Under general direction of the Chief or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates, and administers the work programs, activities, and staff of a bureau; provides guidance and direction to senior management in the development and recommendation of policies and procedures applicable to bureau operations; does related work as required."

You contend that the title Chief, Division of Pensions (&32-61077) is an appropriate title for your position. The definition section of the job specification for Chief, Division of Pensions (&32-61077) states:

"Under the general direction of the Director or other senior management officer in the Division of Pensions, Department of the Treasury, plans, directs, coordinates and administers the work programs, activities and staff of a bureau; provides guidance and direction to senior management in the development and recommendation of policies and procedures applicable to Bureau operations; does related work as required."



The Chief, Division of Pensions is assigned to the & (Managerial) Employee Relations Group. Personnel in the Management group consist of those employees who formulate management policies and practices and are charged with implementing the aforesaid policies and practices.

A position classified as a Chief, Division of Pensions must have as the primary function duties involving the overall operation of a Bureau consisting of managing the work programs of two (2) or more defined units. A review of the Table of Organization shows that you have responsibility for the areas of Communications/Education and Correspondence. From a classification perspective, Correspondence is considered a subsection of the Communications/Education section of the Office of Client Services. Further, a review of the organizational structure provided does not support a Chief level title.

An analysis of your primary job duties and responsibilities finds that the position is primarily responsible for: overseeing the operation for the areas of Communications/Education and Correspondence which is responsible for providing information, guidance, and educational outreach to employees, employers, and retirees covered by the various New Jersey State administered retirement systems and health benefit programs; developing and recommending policies and procedures in accordance with the Division of Pensions and Benefits' policies and goals; and resolving client/Bureau concerns which requires complex analysis or escalated problem solving.

The assigned duties and/or responsibilities of your position are significantly descriptive and are commensurate with the title Assistant Chief, Division of Pensions.

**Determination:**

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by your current title Assistant Chief, Division of Pensions (V30-53544).

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, PO 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,



Joseph Ridolfi, Team Leader  
Agency Services

JR/RMD

c: Joanne Pascucci, Treasury, Human Resources