



STATE OF NEW JERSEY

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

In the Matter of Yolanda Miranda,
Assistant Program Analyst
(M0378U), Jersey City

Examination Appeal

CSC Docket No. 2017-1497

ISSUED: JULY 19, 2017 (ABR)

Yolanda Miranda appeals the determination of the Division of Agency Services (Agency Services), which found that she did not meet the experience requirement for the open competitive examination for Assistant Program Analyst (M0378U), Jersey City.

The subject examination was announced with a closing date of June 3, 2016 and was open to applicants who possessed a Bachelor's degree from an accredited college or university. Applicants who did not possess the required education could substitute experience in the review, analysis and evaluation of operating programs in an agency or organization, with one year of experience being equal to 30 credits.

On her application, the appellant did not indicate that she had completed any credit hours at an accredited college or university. Therefore, pursuant to the substitution clause for education, she needed to possess four years of applicable experience for the subject examination. With regard to experience, the appellant indicated, in relevant part, that she worked as a Representative Citizen Complaints from July 2013 to the closing date for the subject examination (June 2016); as a part-time Billing Representative with Meadowlands Hospital Medical Center from August 2010 to January 2013; for Nicco Construction from 2008 to 2013; as a Clerk with the Jersey City Parking Authority from March 2003 to May 2009; for Elenis Coffee Shop from 1995 to 2004; and as a Clerk with the Law Offices of Patrick Walsh from 1991 to 1995. Agency Services did not credit the appellant with any applicable experience because there was no indication that the primary focus of the duties in any of her positions included reviewing and evaluating operating

programs. Consequently, the appellant was deemed ineligible for the subject examination.

On appeal, the appellant submits a resume that describes her experience in greater detail and argues that her experience, particularly from her service in the title of Representative Citizens Complaints should be deemed applicable experience for the subject examination.

CONCLUSION

N.J.A.C. 4A:4-2.3(b)2 provides that applicants must meet all requirements specified in an open competitive examination announcement by the closing date.

Agency Services correctly determined that the appellant did not possess any applicable experience. 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). As a Representative Citizens Complaints, the primary focus of her duties includes receiving citizens' complaints about individual issues with public and private agencies and referring them to the appropriate agency, rather than the required experience reviewing and evaluating specific operating programs. Furthermore, there is no indication in the record that the appellant's duties in any other position included work involving review, analysis and evaluation of operating programs. Accordingly, the appellant has not met her burden of proof and there is no basis to disturb the decision of Agency Services.

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 13TH DAY OF JULY, 2017



Robert M. Czedz, Chairperson
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