

B-28



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Barbara Goszka,
Department of the Treasury

CSC Docket No. 2015-994

Classification Appeal

ISSUED: **MAY 20 2015**

(RE)

Barbara Goszka appeals the attached decision of the Division of Classification and Personnel Management¹ (CPM) which found that her position with the Department of the Treasury is properly classified as Supervisor of Operations. She seeks a Chief of Operations, Treasury or an Assistant Chief of Operations, Treasury job classification in this proceeding.

Ms. Goszka received a regular appointment to the title Supervisor Microfilm Services State on August 4, 2007, and was a provisional in that title prior to that. She submitted a classification appeal and it was determined that the appropriate classification of her position was that of a Supervisor of Operations. She received a provisional appointment pending a promotional examination as Supervisor of Operations effective April 19, 2014.

When the appellant originally filed a classification appeal in March 2014, her position was located in the Department of the Treasury, Division of Revenue and Enterprise Services, Mail and Document Preparation –Remittance Processing and Scanning. She reported directly to Sheree Johnson, a provisional Supervisor of Operations. CPM indicated that she supervised one Technical Assistant 2, Treasury, one Supervisor Records Management, and two Supervisors Information Recording and Control, Treasury. On July 1, 2014, Ms. Goszka was appointed to a position in the Data Conversion and Control section of Processing Operations.

¹ Currently the Division of Agency Services.

When the appellant initially filed her appeal, she provided a Position Classification Questionnaire (PCQ) listing her duties at that time. Subsequently, in September 2014, the appellant provided a second PCQ with different duties. She had been reassigned new duties on July 1, 2014 following the retirement of another employee. Also, Sheree Johnson was provisionally appointed to Assistant Chief of Operations, Treasury on January 10, 2015, but was no longer the appellant's supervisor at the time of CPM's determination on September 17, 2014. Instead, the appellant's direct supervisor was Steven Crescenzi, a prior Chief of Operations currently in the Senior Executive Service and given the working title of Assistant Director Processing Operations. Also, the second PCQ indicated that she directly supervised two Data Entry Operators 3, and two Data Entry Operators 4, who have been provisionally promoted to Supervisor Data Preparation. She also supervised a Supervisor, Information Recording and Control, Treasury, who was provisionally promoted to Supervisor of Operations on January 10, 2015. A telephone audit was conducted on August 7, 2014 with both the appellant and the supervisor of Processing Operations; not the appellant's supervisor when her position was located in Mail and Document Preparation — Remittance Processing and Scanning. It is noted that the appellant was provisionally appointed to Assistant Chief of Operations, Treasury, the title she sought, on January 10, 2015.

The classification review found that Ms. Goszka's assigned duties and responsibilities, as detailed in CPM's decision, were commensurate with the title of Supervisor of Operations. On appeal, Ms. Goszka asserts that after her audit request, she was reassigned duties of a Chief of Operations in the Data Bureau. She states that her inquiry about whether to file another PCQ was not addressed, and she submitted a revised PCQ on appeal. She argues that she operates as the Chief of Operations of the Data Conversion and Control Bureau encompassing more than 60 full-time State employees contained in two separate program areas (Data Conversion, and Numbering and Control Operations), and "a private vendor charged with data entry through heads down data keying based in Brick, NJ, or image based data entry based in Oakland, MD." The vendor maintains up to 80 employees during peak season in three remote locations. She states that, in each of the State operating programs, there are lead supervisors and "acting" Assistant Chiefs. Data entry is headed by two "acting" Supervisors reporting directly to her. These individuals each have staff and directly report to the "acting" Chief of Operations who reports to her as well. She states that she is responsible for all discipline concerning all individuals below her, as union members cannot take actions against each other, and all the supervisors are in union titles.

With regard to policy and direction, she states that she sets the priorities for each area every day, including the vendor who is responsible for keying all information not digitally recognized into the systems for transfer into the various State systems including the Division of Taxation, and the Departments of Labor and Workforce Development, Environmental Protection, and Health and Human

Services. She states that she is responsible for vendor training, tracking, vendor accuracy, filing complaints directly to the vendor, paying the vendor and verifying the vendor's charges. Because volumes are unpredictable and priorities change frequently, she states that she must interact with both the vendor and staff regularly. The processing volumes include large sums of money to be deposited to the State in taxes, fines, fees, and applications. The entire process utilizes manual deposits and an automated process. The responsibility to have all State monies properly processed is immense and a far higher responsibility than required of a Supervisor of Operations. She states that her bureau processes work for various State revenues, and it enters or verifies digital image information or paper to system information of revenues and returns, court case indexing or application conversion and entry. The bureau is responsible for keying and depositing all pension monies for health care or pension loans; entering all Motor Vehicle Commission funds for licenses, registrations and violations; processing various other State department fees and billings; and converting returns for other State agencies. As a result, she explains that she is required to coordinate and interact with those areas' representatives, and that she serves as one of the point persons for all issues including maintenance of computers, software and personnel within her bureau, and notifies upper management in cases of emergencies related to daily operations, potential policy changes or emergent priority needs, and many other areas. She states that she also represents the Assistant Director at staff meetings when required to do so when he is not available. She states that her work is highly confidential and requires extensive monitoring, directing and problem solving without much time. Also, she requests an in-depth desk audit and states that a five-minute teleconference was inadequate in allowing her to explain her daily job responsibilities.

CPM replied that the findings of the telephone audit indicated that a new PCQ was not necessary in order to properly classify this position, as both the appellant and the appellant's supervisor described the position thoroughly. The information obtained at the time of the audit superseded the information submitted in the PCQ that described her position before the July 1, 2014 change. Further, CPM stated that the appellant explained that at the time of the audit, her position was the organizational equivalent of her previous supervisor before the July 1, 2014 position change, and that she had been assigned an increased level of responsibility, similar to that of her previous supervisor in the Mail and Document Preparation – Remittance Processing and Scanning section. In the Data Conversion and Control section, the appellant's position supervises work operations of a division program operating section which includes planning work schedules, determining work priorities, coordinating activities, issuing and interpreting instructions, reviewing work for accuracy and completeness, resolving backlogs, analyzing problem areas and developing solutions; determining priorities to meet section goals or objectives, and evaluating effectiveness of operations; planning, organizing, and assigning work of the organizational unit and evaluating employee performance and conduct;

and establishing and reviewing work flow procedures to maintain efficiency and effectiveness. It states that these duties and responsibilities are descriptive of those typically assigned to a Supervisor of Operations.

CONCLUSION

The definition section of the job specification for the Chief of Operations, Treasury job description states:

Under direction of a supervisory official in the Department of the Treasury in a major revenue generating, collection or enforcement operation, or support program, is directly responsible for the management, supervision, and control of work programs, operations, and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does other related work.

The definition section of the job specification for the Assistant Chief of Operations, Treasury job description states:

Under direction of a supervisory official in the Department of the Treasury in a major taxation operation, revenue collection, or support program, is directly responsible for a subset of the management, supervision, and control of work programs, operations, and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does related work as required.

The definition section of the job specification for the Supervisor of Operations job description states:

Under direction of a supervisory official in a state department or agency, has direct responsibility for work operations of a division program operating area; does other related duties.

A review of the record reveals that the appellant's position is properly classified by the title of Supervisor of Operations. The appellant manages the Mail and Document Preparation-Remittance Processing and Scanning section. An incumbent in the title of Chief of Operations, Treasury is a high level administrative and policy influencing position with a significant focus on operations. In addition, an incumbent in that title is generally the head of a specific program element, such as Processing Operations. However, the appellant

supervises a section of the Processing Operations program. Though the appellant may oversee many employees and vendors, she is responsible for only a section of the overall Processing Operations program. Thus the title of Chief of Operations, Treasury is not supported by her duties and responsibilities.

The title of Supervisor of Operations is more appropriate for the appellant's duties and responsibilities. The Supervisor of Operations is responsible for the management and control of a program operating area. The appellant's position supervises work operations of a division program operating section which includes planning work schedules; determining work priorities; coordinating activities; issuing interpreting instructions; reviewing work for accuracy and completeness; resolving backlogs; analyzing problem areas and developing solutions; determining priorities to meet section goals/objectives and evaluating effectiveness of operations; planning, organizing and assigning work of the organizational unit and evaluating employee performance and conduct; and establishing and reviewing workflow procedures to maintain efficiency and effectiveness.

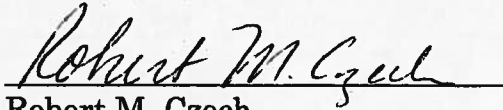
A review of the appellant's duties and responsibilities show that they are more supervisory than managerial. An important responsibility of the title Chief of Operations is the management, supervision and control of work programs, operations and staff. Managerial responsibility involves formulating and implementing directives, directing work toward specific goals and objectives, authority over employees, budgets and equipment, planning overall work operations, establishing priorities and deadlines, setting performance standards, and devising and planning methods and procedures. Supervisory responsibilities involve seeing that tasks are carried out, assigning and distributing work, passing on instructions, maintaining the flow and quality of work to fulfill objectives, making available or obtaining necessary material, equipment, and supplies, providing training and preparing employee evaluations. *See In the Matter of Joseph Blusnavage* (CSC, decided January 27, 2010). Accordingly, the appellant has failed to establish that CPM's determination, that her position is properly classified as a Supervisor of Operations, was incorrect.

ORDER

Therefore, the position of Barbara Goszka is properly classified as Supervisor of Operations, effective April 19, 2014.

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 20th DAY OF MAY, 2015

A handwritten signature in cursive script, reading "Robert M. Czech", is written over a horizontal line.

Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
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: Barbara Goszka
Douglas Ianni
Kenneth Connolly
Joseph Gambino



Chris Christie
Governor
Kim Guadagno
Lt. Governor

STATE OF NEW JERSEY
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Robert M. Czech
Chair/Chief Executive Officer

September 17, 2014

Ms. Barbara Goszka
19 Peggy Lane
Manahawkin, New Jersey 08050

**RE: Classification Appeal, Supervisor Microfilm Services, State,
CPM LOG# 04140028, Position# 050886, EID# 000528441**

Dear Ms. Goszka:

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, Stephen Crescenzi, on August 7, 2014.

Issue:

You are appealing that your current permanent title of Supervisor Microfilm Services, State is not consistent with your current assigned duties and responsibilities. You contend that the title Assistant Chief of Operations, Treasury is an appropriate title for your position.

Organization:

Your position is located in the Department of the Treasury, Division of Revenue and Enterprise Services, Mail and Document Preparation – Remittance Processing and Scanning, and you report directly to Sheree Johnson. Your position directly supervises four positions: one (1) Technical Assistant 2, Treasury, one (1) Supervisor Records Management, and two (2) Supervisor Information Recording and Control, Treasury.

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Finding of Fact:

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

- Overseeing the staffing activities of assigned Operational Units. Utilizing staffing levels to maximize production and attain operational goals.
- Evaluating employee performance and conduct that enables the effective recommendation of the hiring, firing, promoting, and disciplining of subordinates.
- Coordinating processing activities to align priorities with those of Data Conversion to maintain workflow and timely completion of work programs.
- Effectively communicate goals and objectives to subordinate staff to achieve desired results.
- Actively identifying problems within the area of responsibility and take appropriate actions in accordance with Division policy and procedures.
- Preparing a variety of reports that include the monitoring of performance and forecasting trends in the processing of workflow.

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 appropriate classification for the tasks described by you and your supervisor.

Your position is currently classified by the title Supervisor Microfilm Services, State. The definition section of the job specification for this title states:

“Under the direction in the Division of Archives and Records Management, Department of State, is responsible for the development and implementation of micrographic policy and programs in accordance with the law, rules, and regulations promulgated by the

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state records committee. Provides technical assistance to state, county, and local governmental agencies; does other related duties."

A review of your position finds that your position has been assigned duties and responsibilities of a higher level and a different nature than those associated with the title above.

Your classification appeal submission shows that you believe the title Assistant Chief of Operations, Treasury is an appropriate title for your position. The definition section for this title states:

"Under direction of a supervisory official in the Department of the Treasury in a major taxation operation, revenue collection, or support program, is directly responsible for a subset of the management, supervision, and control of work programs, operations, and staff of such areas as: Processing Operations, Taxpayer Accounting, Taxpayer Registration, Technical Services, Property Administration, Revenue Management, and any other major program support area; does related work as required."

An Assistant Chief of Operations, Treasury is responsible for the overall management and control of a major support program support area.

The definition section of the job specification for the title, Supervisor of Operations states:

"Under direction of a supervisory official in a state department or agency, has direct responsibility for work operations of a division program operating area; does other related duties".

A Supervisor of Operations is responsible for the management and control of a program operating area.

A review of your position finds that the primary function of your position is to assist in the management of the Mail and Document Preparation – Remittance Processing and Scanning section. Your position supervises work operations of a division program operating section which includes planning work schedules, determining

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work priorities, coordinating activities, issuing/interpreting instructions, reviewing work for accuracy/completeness, resolving backlogs, analyzing problem areas and developing solutions; determines priorities to meet section goals/objectives, and evaluates effectiveness of operations; plans, organizes, and assigns work of the organizational unit and evaluates employee performance and conduct and establishes and reviews workflow procedures to maintain efficiency and effectiveness.

A thorough review and analysis of your position concludes that the preponderance of assigned duties and responsibilities, nature of work, and scope of responsibility associated with your position are best classified by the title of Supervisor of Operations.

Determination:

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are best classified by the title Supervisor of Operations (57684-S26) effective April 19, 2014.

The Civil Service Commission will work with the Department of the Treasury to effectuate this transaction.

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.

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

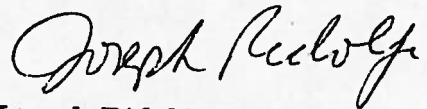
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well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joseph Ridolfi".

Joseph Ridolfi, Team Leader
Classification and Personnel Management

JR/tc

c: Ms. Laura Budzinski
PMIS Unit, CSC