

Commercial Information Services, including file and process formation documents and amendments to corporation charters. The appellant states that she develops policies and procedures, takes the lead in establishing online applications, directs and manages the implementation of laws into program operations, provides complex technical direction, manages the front desk lobby area, provides input for revisions of the New Jersey Administrative Code, manages and resolves issues for online applications, and deals with other agencies. As to Commercial Information Services, she maintains that this is not a subset of the Processing Bureau, but is a separate revenue-generating program. The appellant indicates that she manages five units, as well as the Salesforce application. She presents that the bureau was originally part of the Secretary of State and was an entire Division until it was transferred to the Department of the Treasury in May 1998.

In response, DAS asserts that an Assistant Chief of Operations, Treasury is responsible for a subset of the management, supervision and control of work programs, operations and staff of areas that include subsets of a major program support area. It indicated that the difference between the levels is that the Chief of Operations, Treasury is responsible for the management of the entire program area. However, Commercial Information Services is a subset of Business Services, which is the organizational equivalent Processing Operations. As Processing Operations is specifically listed in the definition as a major program area and the appellant is overseeing a subset of Business Services, her position is organizationally equivalent to a subset of Processing Operations. Further, the duties of the position are consistent with the job specification for Assistant Chief of Operations, Treasury.

CONCLUSION

The definition section of the job specification for Chief of Operations, Treasury 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 Assistant Chief of Operations, Treasury 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.

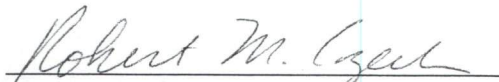
The Chief of Operations, Treasury job description indicates that this title is directly responsible for the management, supervision, and control of work programs, operations, and staff in a major program support area. Both are management-level titles, but are at different levels. It is undisputed that the appellant performs managerial functions, and DAS determined that the duties of the position are commensurate with the Assistant Chief of Operations, Treasury as she does not manage at the level of the requested title. In this regard, the record demonstrates that Commercial Information Services is a subset of Business Services, which is organizationally equivalent to Processing Operations. The organizational chart shows that other subsets include Cross Agency Collections Services, Integrated Registration, and Electronic Filing and Records Management. The appellant has failed to demonstrate that Commercial Information Services is a major revenue generating, collection or enforcement operation, or support program. As such, Assistant Chief of Operations, Treasury is the appropriate classification for the appellant's position.

ORDER .

Therefore, the position of Maria Pinho is properly classified as Assistant Chief of Operations, Treasury.

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 5th DAY OF APRIL, 2017



Robert M. Czech
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: Maria Pinho
Douglas Ianni
Kelly Glenn
Records Center



STATE OF NEW JERSEY
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Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair Chief Executive Officer

October 3, 2016

Ms. Maria Pinho
[REDACTED]
[REDACTED]

**Re: Classification Appeal, Assistant Chief of Operations, Treasury,
AS Log # [REDACTED], Position # [REDACTED], EID # [REDACTED]**

Dear Ms. Pinho:

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, Robert Benco, on September 16, 2016.

Issue:

You are appealing that your current title of Assistant Chief of Operations, Treasury (&30) is not consistent with your current assigned duties and responsibilities. You contend that the title of Chief of Operations, Treasury (&32) is an appropriate title for your position.

Organization:

According to this submission, your position is located in the Department of the Treasury, Division of Revenue and Enterprise Services, Business Services, Commercial Information Services. You report directly to Robert Benco, Senior Executive Services (M98). Your position is directly responsible for the supervision of two (2) Supervising Information Recording and Control positions, and one (1) Executive Assistant 2 position.

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Finding of Fact:

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

- Overseeing the daily operations of six units that include the Corporate Filing Unit, Uniform Commercial Code Unit, Notary/Records Unit, Mailroom/Front Desk, Small Business Unit, and the Bookkeeping Unit.
- Supervising lower level supervisors that are responsible for conducting performance evaluations of staff and having the responsibility of effectively hiring, firing, promoting, demoting, and disciplining employees.
- Reviewing and interpreting New Jersey Statutes to ensure that your office is adhering to new and existing laws.
- Maintaining, updating, and reviewing daily, weekly, and monthly production reports for supervised units.
- Reviewing credit card statements and preparing credit card reconciliation work sheets to compare statements to recorded data.
- Researching and preparing high priority correspondence received from various State agencies and escalated, complex customer issues.
- Working on and at times taking the lead on various projects to improve operations.

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 classification appeal submission indicates that you believe the title Chief of Operations, Treasury (61427-&32) is an appropriate title for your position. The definition section for this title states:

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"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."

Incumbents of the Chief of Operations, Treasury title are responsible for the management, supervision and control of work programs, operations, and staff of a major revenue generating, collection or enforcement operation, or support program.

Your position is currently classified by the title, Assistant Chief of Operations, Treasury (61031-&30). The definition section of the job specification 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."

Incumbents of the Assistant Chief of Operations, Treasury title are responsible for a subset of the management, supervision and control of work programs, operations, and staff of areas that include subsets of a major program support area.

A review of your position finds that the primary function is to direct and manage the supervisory staff responsible for the supervision of a total of forty (40) employees. Your position plans, organizes, and directs activities of the assigned area of program operations or support in a branch of the division; manages check processing and deposit operations to record, verify, and reconcile daily deposits, and the control of remittances, returns, and other documents processed through the data system; schedules and controls the mailing of bills, tax returns, notices, or correspondence for taxes administered by the division; appraises the effectiveness of

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operational controls, utilization of staff and facilities, and current procedures to determine areas of operations which may require adjustment to maximize workflow; reviews proposed legislation and advises senior management of potential impacts on existing operations; prepares clear, technically sound, accurate, and informative statistical reports containing findings, conclusions, and recommendations; and performs a variety of additional duties in the management of the Commercial Information Services section of Business Services. These duties are found to be consistent with the title, Assistant Chief of Operations, Treasury.

Further, a review of the structure of the organization finds that your position is organizationally equivalent to a subset of a clearly defined a major revenue generating, collection or enforcement operation or support program, Processing Operations. The Assistant Chief of Operations, Treasury is therefore organizationally appropriate as well.

A comprehensive review and analysis of your position finds that the assigned duties and responsibilities of your position are properly classified by the title of Assistant Chief of Operations, Treasury.

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 the title Assistant Chief of Operations, Treasury (61031-&30).

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 that reads "Joseph Ridolfi".

Joseph Ridolfi, Team Leader
Agency Services

JR/tc

c: Ms. Laura Budzinski, Treasury Human Resources

