

STATE OF WISCONSIN

PERSONNEL COMMISSION

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YVONNE BLOCK,

Appellant,

v.

DEPARTMENT OF INDUSTRY, LABOR,  
AND HUMAN RELATIONS, and  
DIVISION OF PERSONNEL,

Respondents.

Case Nos. 78-48-PC  
79-104-PC

\* \* \* \* \*

DECISION

NATURE OF THE CASE

This is an appeal pursuant to §230.44(1)(a), Stats., of a reclassification from Clerk 3, PR 2-05, to Job Service Assistant 2, PR 2-06, the appellant contending that she was entitled to a higher classification.

FINDINGS OF FACT

1. The appellant at all relevant times has been employed in the classified service by DILHR, Job Service Division, Work Incentive Program, Milwaukee, with a working title of contract clerk.

2. The duties and responsibilities of appellant's position in summary have been as follows:

A. Receives, reviews, corrects and processes contracts, vendor authorizations, and invoices. This includes checking over contracts, which are written up on printed forms, for accuracy and completeness of entries, by reference to written guidelines contained in the WIN Manual, other written in-house (i.e., administrative unit) guidelines, and established precedent. She contacts appropriate staff

or others to accomplish corrective action. She provides advice on how to fill in various parts of contracts, again relying on established guidelines as aforesaid. She writes modifications of contracts with regard to certain basic items such as to reflect changes in salary and fringe benefits paid by employers.

B. She maintains related bookkeeping system records.

C. She provides functional training to staff and answers inquiries regarding procedures. She answers staff inquiries regarding employer's histories with respect to retaining WIN registrants, based on records she maintains and her personal recall.

D. She provides information to employers on billing procedures and other technical points.

E. She performs a variety of related administrative duties such as the preparation of statistical reports, maintenance of inventory and purchase of supplies.

3. The appellant does not function as either a lead worker or a supervisor.

4. The appellant's work does not require the exercise of considerable discretion and judgment in tailoring services to meet client and employer needs and Job Service program objectives.

5. The appellant's work is not advanced clerical characterized by the application of a wide variety of complex, interrelated Job Service program policies and procedures.

6. The appellant was reclassified from Clerk 3 to Job Service Assistant 2 effective March 26, 1978.

7. The appellant was refused further reclassification by the Division of Personnel in a letter from Deputy Administrator Knoll dated April 9, 1979 (Respondent's Exhibit 1A).

CONCLUSIONS OF LAW

1. This matter is properly before the Commission pursuant to §230.44(1)(a), Stats.

2. The appellant has the burden of proving that the respondent was incorrect in refusing to reclassify the appellant to the Job Service Assistant 3 or 4 level.

3. The appellant has failed to carry her burden of proof.

4. The decision of the respondent denying the reclassification to the Job Service Assistant 3 or 4 level must be sustained.

OPINION

The parties stipulated at the beginning of the hearing to limit the issue to consideration of the Job Service Assistant series.

The position standards for Job Service Assistants contain the following definitions for Job Service Assistant 2, 3 and 4:

JOB SERVICE ASSISTANT 2

Definition

This is very responsible clerical job service work in the Department of Industry, Labor and Human Relations. Positions allocated to this class perform varied and complex work in accordance with established federal and Job Service program policies and procedures and may assist in training staff in area(s) of specialty. Work at this level is characterized by extensive client or employer contact for coordinative and informational purposes, direct involvement in a broad range of job service activities, and/or significant consequences of error. Lead workers over a small clerical staff engaged in a complex specialized job service activity are also allocated to this level. General supervision is provided by higher-level staff.

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### JOB SERVICE ASSISTANT 3

#### Definition

This is entry-level paraprofessional or highly responsible clerical job service work in the Department of Industry, Labor and Human Relations.

Under close supervision, paraprofessional positions at this level provide direct services to clients and employers or support services to professional staff requiring the exercise of considerable discretion and judgment in tailoring services to meet client/employer needs and Job Service program objectives.

Under general supervision, clerical positions at this level 1) perform advanced clerical work characterized by the application of a wide variety of complex, interrelated Job Service program policies and procedures and may train staff in area of speciality; 2) leads a medium unit of clerical employes engaged in complex, specialized clerical activities; or 3) leads a small unit of clerical employes engaged in complex and varied clerical activities. Clerical work at this level is performed in accordance with established Job Service program policies and procedures.

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### JOB SERVICE ASSISTANT 4

#### Definition

This is responsible paraprofessional job service work in the Department of Industry, Labor and Human Relations. Staff positions at this level provide direct services to clients and employers or support services to professional staff requiring the exercise of considerable discretion and judgement in tailoring services to meet client/employer needs and Job Service program objectives.

Lead work positions at this level guide: 1) a medium clerical unit in complex and varied Job Service program activities, 2) a large clerical unit engaged in complex specialized Job Service program activities. Major responsibilities include coordinating activities internally and with other work units, setting priorities and recommending new methods for accomplishing work.

General supervision is provided by a Job Service Office Director or Job Service Supervisor.

The appellant is not a lead worker. As to the decisions she is

required to make regarding contracts, vouchers, and purchase authorizations, the great majority of these involve the application of established guidelines. She is not involved in negotiating or drafting contracts but rather reviews or provides information regarding technical aspects of the completion of contract forms. This cannot be characterized as requiring the exercise of considerable discretion and judgment in tailoring services to meet client/employer needs and Job Service program objectives. Nor can her work be characterized as advanced clerical, involving the application of a wide variety of complex, interrelated Job Service program policies and procedures.

The appellant has cited the Commission decision in Saviano v. Division of Personnel, No. 78-49-PC (6/22/79). In the opinion of the Commission there is very little basis for comparison between this position and the Saviano position in terms of levels of complexity and the scope of judgment and discretion exercised.

ORDER

The respondents' decisions are affirmed and this appeal is dismissed.

Dated: May 15, 1979. STATE PERSONNEL COMMISSION

Charlotte M. Higbee  
Charlotte M. Higbee  
Commissioner

AJT:jmg

10/31/79

Donald R. Murphy  
Donald R. Murphy  
Commissioner

Gordon H. Brehm  
Gordon H. Brehm  
Commissioner