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MARY LYONS,  
 Appellant,  
 v.  
 Administrator, DIVISION OF  
 PERSONNEL,  
 Respondent.  
 Case No. 79-PC-CS-468

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DECISION AND  
ORDER

NATURE OF THE CASE

This is an appeal pursuant to s.230.44(1)(a), stats., of a reallocation.

FINDINGS OF FACT

1. At all relevant times the appellant has been employed in the classified civil service at the UW-Whitewater.

2. As a result of the survey of clerical positions conducted by the respondent, the appellant's position was reallocated to Clerical Assistant 2 (PR 2-05), effective August 26, 1979.

3. Following a re-review of this transaction, the respondent unilaterally reallocated the position to Program Assistant 1 (PR 2-06), also with an effective date of August 26, 1979.

4. As of the effective date of the reallocation, the duties and responsibilities of appellant's position may be summarized as follows, see respondent's Exhibit 1:

28\* A. Establish, maintain and audit financial accounts equal to 3.5 million dollars per academic year for 4100 residence hall students pertaining to individual room expenditures. Work is performed within established policy and procedural guidelines; supervision is received through discussion of problem transactions, review of accounts, and visible evidence of errors. There is frequent contact with a variety of operating units

- within or outside the department and general coordination of information.
- A1. Authorize entry level charge for each student, designating one of seven room charges. Adjustments are authorized in the same manner.
  - A2. Enter individual financial account data through computer terminal.
  - A3. Reconcile computerized data of financial accounts making corrections as needed.
  - A4. Via terminal and computer listings, individual financial accounts are audited for accuracy. Transactions are traced through previous , accounting actions to determine source of discrepancies.
  - A5. Audit individual room charges transferred from first to second semester; authorize adjustments for continuing students, complete entry level charges for new students and proceed with tasks A2 and A3.
  - A6. Supervise four student assistants.
- 15% B. Provision of University Residence Hall room assignments for students.
- B1. Anticipate and obtain necessary supplies to assemble University Residence Hall applications.
  - B2. Prepare application material for printing; assemble and mail applications consisting of data enabling students to apply for housing accommodations.
  - B3. Review submitted housing applications for completeness.
  - B4. Under specific guidelines, determine compatibility among students and make individual room assignments based upon sex, visitation privileges, and individual habits.
  - B5. Prepare, assemble, and mail assignment information to individual students.
  - B6. Meet with individual students to assist in applying for housing accommodations or requesting accommodation changes. Authorize changes as needed.
- A6.
- 15% C. Prepare WEEKLY ROOM RESERVATION/VACANCY STATISTICAL REPORT plus OCCUPANCY REPORT.
- C1. Gather and organize information into summary reports of statistical nature concerning active reservations and current room vacancies prior to beginning of academic year. To avoid over-assignment in residence halls, report must balance with specific number of rooms available for occupancy. REport os prepared weekly.
  - C2. Verify individual Hall Director occupancy records with our room assingment records.
  - C3. Daily revise room assignment records, maintaining ongoing tally of current residents.
  - C4. Weekly reports received from 15 Hall Directors and reconciled with our records and totals are compiled to prepare a weekly statistical report.
- A6.
- 15% D. Maintains daily contact with 17 Hall Directors, other operating units within the department, between departments or with the general public in a coordinative or informative capacity on a variety of matters.
- D1. Maintain liason between 4100 resident hall students and three full-time administrative staff in various matters concerning residence hall accommodations.
  - D2. Answers questions regarding the program or division via telephone, correspondence of face-to-face contact.

- D3. Composes and types correspondence of not more than 10 letters or memorandum per day, requiring knowledge of departmental operations and regulations.
- A6.
- 10% E. Provide refund data to Accounting Office authorizing a reimbursement of funds to the student.
  - E1. Each semester establish a weekly prorated purchase-cost schedule of various room types providing the Accounting and Housing Office with a breakdown of weekly room costs.
  - E2. Determine eligibility of deposit reimbursement or forfeiture and prorated room rent reimbursement in adherence to established policies and guidelines. Authorize Accounting Office to proceed with reimbursement or forfeiture of funds.
- A2.
- A3.
- A6.
- 10% F. Develop and control local residence hall housing segment of Student Data Base Interface System.
  - F1. Complete individual student computer address directive' authorize ongoing modifications and correlate information with Computer Center to obtain and distribute student residence hall address directory to other operating units within the department, between departments, and to outside agency.
  - F2. Audit data base information with individual student records verifying accuracy of student residence hall address directory.
- A6.
- 7% G. Plans, assigns and guides the activities of a unit engaged in specialized clerical duties.
  - G1. Sets up and maintains account records in accordance with departmental systems, procedures and instructions.
  - G2. Develops and revises operating procedures affecting the immediate work unit.
- H. Handles UPS packages and acts as receptionist.

5. The position standard for Program Assistant (Respondent's Exhibit 2) contains the following class descriptions:

PROGRAM ASSISTANT 1

This is work of moderate difficulty providing program support assistance to supervisory, professional or administrative staff. Positions allocated to this level serve as the principal support staff within a specific defined program or a significant segment of a program. Positions at this level are distinguished from the Clerical Assistant 2 level by their identified accountability for the implementation and consequences of program activities over which they have decision-making control. Therefore, although the actual tasks performed at this level may in many respects be similar to those performed at the Clerical Assistant 2 level, the greater variety, scope and complexity of the problem-solving, the greater independence of action, and the greater degree of personal or procedural control over the program activities differentiates the

Program Assistant functions. The degree of programmatic accountability and involvement is measured on the basis of the size and scope of the area impacted by the decision and the consequence of error in making such decisions, which increases with each successive level in the Program Assistant series. Work is performed under general supervision.

PROGRAM ASSISTANT 2

This is work of moderate difficulty providing program support assistance to supervisory, professional or administrative staff. Positions are allocated to this class on the basis of the degree of programmatic involvement, delegated authority to act on behalf of the program head, level and degree of independence exercised, and scope and impact of decisions involved. Positions allocated to this level are distinguished from the Program Assistant 1 level based on the following criteria: (1) the defined program area for which this level is accountable is greater in scope and complexity' (2) the impact of decisions made at this level is greater in terms of the scope of the policies and procedures that are affected' (3) the nature of the program area presents differing situations requiring a search for solutions from a variety of alternatives; and (4) the procedures and precedents which govern the program area are somewhat diversified rather than clearly established. Work is performed under general supervision.

6. The work associated with appellant's position is performed in accordance with policies and procedures developed by others - primarily the accounting office and the director of housing, Mr. Gorbey.

7. Another position which is classified at Program Assistant 1 is the position at UW-River Falls occupied by Alice M. Cernohous, see respondent's Exhibit 3. This position is responsible for assigning students to residence hall rooms, billing of residence hall students, determining whether to forfeit or refund housing deposits when students leave university housing, determining the eligibility of freshmen and sophomores to live off-campus, and preparing various reports.

8. The duties and responsibilities of the foregoing position are very similar to that of the appellant's.

9. The appellant's position is better described by the class description for Program Assistant 1 than for Program Assistant 2.

CONCLUSIONS OF LAW

1. This matter is properly before the Commission pursuant to s.230.44(1)(a), stats.
2. The burden of proof is on the appellant to prove by a preponderance of the credible evidence that the respondent erred in reallocating her position to Program Assistant 1.
3. The appellant has not sustained her burden of proof.
4. The respondent did not err in reallocating appellant's position to Program Assistant 1 and her position is most appropriately classified as such.

OPINION

As attested to by her supervisor, the appellant performs well at her assigned duties and responsibilities. However, in determining whether this position was properly reallocated, the Commission must look at the nature of the job in question. In this regard, it is significant that the decision-making involved here is done in accordance with established policies and procedures. The class description for Program Assistant 2 includes the following as one of the criteria: "(4) the procedures and precedents which govern the program area are somewhat diversified rather than clearly established." Furthermore, the position in question is very close in its duties and responsibilities to the UW-River Falls position which also is classified as Program Assistant 1.

ORDER

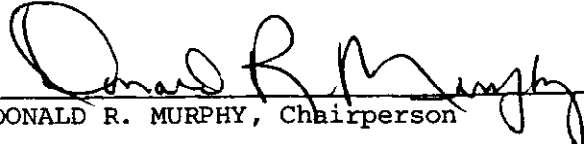
The decision of the respondent is affirmed and this appeal is dismissed.

Dated: Dec. 3, 1981 STATE PERSONNEL COMMISSION

AJT:ers

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