

Original

STATE OF WISCONSIN

PERSONNEL COMMISSION

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MARY FERGUSON,

Appellant,

v.

Administrator, DIVISION OF  
PERSONNEL,

Respondent.

Case No. 80-386-PC

\* \* \* \* \*

DECISION  
AND  
ORDER

NATURE OF THE CASE

This is an appeal pursuant to §230.44(1)(a), stats., of the denial of a request for reclassification from Program Assistant 1 (Pay Range 2-06) to Program Assistant 2 (Pay Range 2-07).

FINDINGS OF FACT

1. At all times here relevant the appellant has been employed in the classified civil service by the Department of Justice, Milwaukee Office of Consumer Protection, in a position classified as Program Assistant 1.

2. The goals and worker activities of the appellant include acting as a receptionist, which includes answering telephones, transferring calls, determining which consumer complaint calls need to be referred to other agencies, providing general consumer protection information to the public, assisting walk-in complainants fill out consumer complaint forms, and in so doing, screening out plainly frivolous complaints; providing general clerical services, which includes distributing incoming, and mailing outgoing mail, administering usage of pool car and parking spaces, handling arrangements for the Milwaukee conference room, maintaining the postage meter and materials, arrang-

ing for maintenance and seeing that office equipment is in good repair, providing copy machine key operator function, ordering office supplies, collecting and filing in a timely fashion LTE (limited term employe) time sheets and leave records, typing, maintaining office supply and consumer information material inventories, responding to requests for consumer information material, corresponding with various outside vendors and agencies to procure office supplies and special clerical services, as approved by higher authority, handling various administrative functions such as scheduling court reporters and hearing rooms and arranging conference phone calls, coordinating with other units within the Department of Justice such things as meeting facilities and paperwork on personnel transactions, making recommendations for office layout rearrangement and implementing plans decided on by her supervisor, coordinating with other secretaries in the office regarding occasional assistance with complaint processing, recommending to her supervisor changes in administrative procedures, attending meetings to learn of changes in complaint processing procedures from the central (Madison) office; and assisting in the complaint processing function which includes assisting callers and walk-ins in filling out complaint questionnaires, assigning identification numbers to Milwaukee complaints, mailing out complaint questionnaires to parties requesting assistance from the Milwaukee office, keeping records and statistical data on complaint processing, mailing information pertaining to complaints to Madison, typing close-out letters regarding complaints, checking and closing out complaint files in accordance with deadlines established by the (Madison) central office, and forwarding to Madison for storage, contacting various other state agencies involved in the general area of consumer com-

plaints for the purpose of referring complainants, ascertaining the whereabouts of complaints, etc.

3. The appellant works under the limited supervision of the director of the Milwaukee office of consumer protection.

4. The basic substantive information regarding consumer protection matters which the appellant is authorized to disseminate in response to inquiries from the public is prepared by the office's professional staff, which reviews it periodically to determine if changes are necessary.

5. Three other positions classified as Program Assistant 2 are as follows:

a) Program Assistant UW-Stevens Point, Telephone Communications. This position is responsible for coordinating, supervising, and providing effective telephone systems to support communication requirements for UW-Stevens Point and other state and federal agencies. The duties include developing budgets and revising policies and procedures to conform with state and university policy.

b) Department Secretary - Department of Industrial Engineering, UW-Madison. This position is responsible for organizing the activities of the department in accordance with university policies and procedures. Duties include hiring, training, and supervising clerical personnel on the staff. This position makes hiring decisions independently and with the advice of the department chairman.

c) Program Assistant 2 - Confidential, Administrative Services/Personnel and Employment Relations, Department of Revenue. This position is responsible for advanced level administrative support for personnel functions. This includes implementing and coordinating recruitment activities; composing advertisements for newspapers and other publications; coordinating oral and written examinations, including scheduling, briefing the oral board, approving related vouchers, and scoring the exams. This position also participates in the preparation of bi-monthly recruitment and staffing reports and recommends, develops, and implements policies, procedures, and forms related to personnel programs.

6. The position standard for Program Assistant contains the following class descriptions:

PROGRAM ASSISTANT 1

(PR2-06)

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

(PR2-07)

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.

7. The Clerical Assistant position standard contains the following class description and examples of work performed:

CLERICAL ASSISTANT 2

(PR2-05)

This is lead and/or advanced clerical work of moderate difficulty in completing a variety of assigned clerical tasks consistent with established policies and procedures. Positions allocated to this level have some freedom of selection or choice among learned things, which generally follow a well-defined pattern. However, positions at this level are distinguished from the Program Assistant 1 level by the limited degree of personal or procedural control over the nature and scope of the tasks which they perform. The variety and complexity of decisions made at this level are limited. Positions may function as lead workers, directing lower-level positions as well as performing a variety of the more complex clerical operations. Receptionist positions which serve in an informative capacity as the primary or sole public contact for a state facility(s) are allocated to this level. A variety of secretarial functions may be incidentally performed for the professional staff for a small percentage of the time. Work is performed under general supervision.

CLERICAL ASSISTANT 2 - WORK EXAMPLES

Plans, assigns, and guides the activities of a unit engaged in a variety of clerical tasks.

Performs a variety of complex clerical tasks necessary for the smooth operation of the unit, such as: procurement of services, supplies, and equipment; setting up the task at hand in order to expedite completion by other clerical help; coordinating clerical work, such as recordkeeping, coding, filing, etc.

Performs basic intake interviews in medical or correctional facilities. Functions as a receptionist greeting the public, screening, and directing visitors, answering telephones, and receiving and dispensing a variety of information.

Collects, arranges, compiles, tabulates, and summarizes numerical data.

Consolidates, separates, transfers, records, copies, plots, and diagrams numerical data according to instructions outlined by supervisors.

Makes computations and calculations, primarily through the use of machines, such as calculating percentages, ratios, or averages which involve basic mathematical techniques.

Reviews and marks printers' proofs for omissions, typographical errors, misspelled words, and use of incorrect type in heads, titles, footnotes, captions, or text.

Keeps records and makes reports.

Maintains inventories and orders supplies as needed.

Provides assistance in a copy center; acts as cashier; trains and guides student help; keeps records of meter readings; and prepares statistical reports.

Screens calls, refers visitors, maintains schedules and agendas, pulls records, answers questions, and performs other related duties.

Keeps simple appropriation and allotment accounts not requiring bookkeeping training.

Prepares, subject to review, budget estimates or annual reports for a small organization unit.

Operates communication equipment to provide messages and emergency center services for multi-governmental jurisdictions.

8. The respondent denied a request for reclassification of appellant's position from Program Assistant 1 to Program Assistant 2 following a recommendation by the Department of Justice personnel office that said request be denied.

9. The appellant's position is better described by the position standard for Program Assistant 1 than by that for Program Assistant 2, and is more appropriately classified as Program Assistant 1.

#### CONCLUSIONS OF LAW

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

2. The burden of proof is on the appellant to establish that the respondent erred in denying the request for reclassification of her position from Program Assistant 1 to Program Assistant 2.

3. The appellant has not satisfied her burden of proof.

4. The respondent's decision to deny the aforesaid reclassification request was not incorrect and the appellant's position is most appropriately classified as Program Assistant 1.

OPINION

On the record in this case, the appellant performs a substantial amount of work of a clerical nature. There are a fairly broad range of duties, as might be expected in connection with a satellite office. However, these are well within the parameters of the Program Assistant 1 or lower classifications. For example, the Clerical Assistant 2 work examples include the following:

Performs a variety of complex clerical tasks necessary for the smooth operation of the unit, such as: procurement of services, supplies and equipment, setting up the task at hand in order to expedite completion by other clerical help, coordinating clerical work, such as recordkeeping, coding, filing, etc.

Performs basic intake interviews in medical or correctional facilities.

Functions as a receptionist greeting the public, screening, and directing visitors, answering telephones, and receiving and dispensing a variety of information.

This compilation describes reasonably well a substantial portion of appellant's work.

The Program Assistant 2 positions used for purpose of comparison are also of significance in this analysis. These positions demonstrate more programmatic involvement of greater scope, complexity and impact than the appellant's position.

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ORDER

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

Dated: Feb 18, 1982 STATE PERSONNEL COMMISSION

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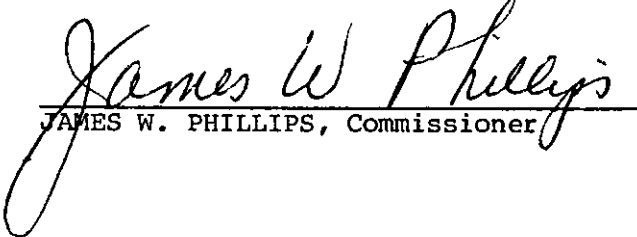
  
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