

STATE OF WISCONSIN

PERSONNEL COMMISSION

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JULIA M. KASTEL,
 LONNIE J. HAMPTON,
 BARBARA E. FREDRICKSON,
 Appellants,

v.

Secretary, DEPARTMENT OF
 INDUSTRY, LABOR AND HUMAN
 RELATIONS, and Administrator,
 DIVISION OF PERSONNEL
 Respondents.

Case Nos. 82-16,17,18-PC

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DECISION
 AND
 ORDER

These cases are appeals of reclassification decisions made by the respondents denying appellants' requests to reclassify their positions from Job Service Assistant 1 (PR2-06) to Job Service Assistant 2 (PR2-07). The following findings, conclusions, opinion and order are based upon the evidentiary record made during the hearing on these matters.

FINDINGS OF FACT

1. At the time of these appeals, the appellants, Ms. Julia Kastel, Ms. Lonnie J. Hampton and Ms. Barbara F. Fredrickson were state classified civil service employes and had obtained permanent status in their positions. They were employed in Job Service Assistant 1 positions at the Department of Industry, Labor, and Human Relations (DILHR), Job Service, Eau Claire, Wisconsin.

2. In December, 1981, at each appellants' request, her position was field audited by a personnel specialist from the central office to

determine if the positions should be reclassified from Job Service Assistant 1 (JSA-1) to Job Service Assistant 2 (JSA-2).

3. On December 23, 1981, DILHR denied appellants' individual requests for reclassification. Each appellant filed an appeal of the reclassification denial with the Personnel Commission within thirty days after receiving notice of such denial by DILHR.

4. The Job Service Assistant 1 position is described in the Wisconsin Position Standard as follows:

This is job service work of moderate difficulty in the State Job Services programs. Positions allocated to this class perform complex clerical work in a specialized Job Service program area and may assist in training staff in area of specialty. Work is performed under general supervision in accordance with established federal and Job Service program policies and procedures.

The position standard for the JSA-1 position also sets forth the following position allocation patterns and work examples.

Job Service Intake Clerks - Field Offices - takes unemployment compensation claims and registers clients seeking employment, answers general questions from clients regarding benefits and employment service. Intake Clerks at this level may also process claims but this is not a significant function of these positions.

Unemployment Compensation Claims Processors - Field Offices - processes difficult unemployment compensation claims. Positions specializing in the processing of straight claims or other routine claims are allocated to the Clerical Assistant 1 level. Claims Processors at this level may also function as Intake Clerks but this is not a significant function of these positions.

CETA and WIN Payment Processors - Administrative Office - edits pay forms and computer error listings making corrections needed and authorizing payments.

Computer Reject Clerks - Administrative Office - processes irregular and computer-rejected continued unemployment compensation claims, reviews diagnostic sheet of rejected initial claims taking remedial action as appropriate.

Area Chief Clerks - Administrative Office - pre-audits
employer contribution reports prior to field audit,
examines correspondence files and prepares audit
itineraries.

5. The corresponding description of the Job Service Assistant 2
position in the Wisconsin Position Standard is as follows:

This is job service work of moderate difficulty in
the State Job Services program. 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 a significant amount of client
or employer contact requiring tact and persuasiveness,
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. Work is performed under
general supervision.

The corresponding position allocation patterns and work examples for the
JSA-2 position reported in the position standard are as follows:

Job Service Intake - Claims Processing Clerks - Field
Offices - performs work described at Job Service Assistant
1 level under "Job Service Intake Clerks" and "Unemployment
Compensation Claims Processors." Both intake and claims
processing are significant functions of positions at
this level.

Follow-up Clerks - Field Offices - follows up on client
progress in assigned job service activities, maintains
clients' folders, computes and signs payment forms,
orients clients to program policies and procedures,
assists client in job adjustment, encourages maximum
client cooperation with supportive services, locates
and ensures availability of necessary community services.
Tasks include a significant amount of direct contact with
clients, employers, and outside agencies requiring tact
and persuasiveness.

Referral Controllers - Field Offices - controls job orders,
contacts employer to determine order status, verifies
referrals, updates orders, troubleshoots problems. Direct
contact with employers and placement staff in trouble-
shooting problems regarding job orders and referrals is
a significant function of positions at this level.

Computer, Monetary Determinations Section, Bureau of Benefit Procedures - Administrative Office - issues or reissues monetary determination on complex unemployment compensation claims involving amends, overpayments, underpayments, and/or disputed claims, adjusts claimant and employer records accordingly.

Unit Leaders, Employer Records Section, Bureau of Coverage and Contributions - Administrative Office - assigns and review work of Records Unit, one of Card-
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vayer Units or Correspondence Unit.

6. The position description signed by Ms. Julia M. Kastel, appellant, on July 28, 1981 summarizes her position as being responsible for processing varied new claims under Unemployment Insurance programs, placing calls to employers to request additional information and answering technical and complex questions regarding the Unemployment Insurance programs. Fifty-five percent of Ms. Kastel's work time is devoted to establishing varied new Unemployment Insurance program claims. Ms. Kastel works under the general supervision of the unit supervisor. Ms. Kastel's work responsibilities had not undergone significant change over the succeeding months between July 28, 1981 and December, 1981.

7. The position description signed by Ms. Lonnie J. Hampton, appellant, on July 28, 1981 states that her work duties are similar to Ms. Kastel's. Ms. Hampton, like Ms. Kastel, spent fifty-five percent of her work hours processing new Unemployment Insurance program claims and her responsibilities had not appreciably changed over the succeeding five months.

8. Ms. Barbara E. Fredrickson, appellant, is the information clerk in the Eau Claire Job Service office. On December 22, 1981, she signed a position description which states that eighty-five percent of her work time is spent receiving people visiting the Eau Claire Job Service office,

providing them with registration forms and directing them to the appropriate service unit.

9. The duties and responsibilities of each of the appellants are within the criteria and allocation pattern for the JSA-1 classification.

10. The duties and responsibilities of Ms. Fredrickson, who served as information clerk in the Eau Claire Job Service office had not substantially changed from November 1980, the date she took the position, to the time of the requested reclassification field audit in December 1981.

11. The position of each of the three appellants is more accurately described by the class specifications for a JSA-1 than for a JSA-2.

CONCLUSIONS OF LAW

1. The Personnel Commission has authority to adjudicate these matters pursuant to §230.44(1)(b), Wis. Stats.

2. Each appellant had the burden of proving that respondents' decision denying the reclassification of her position from Job Service Assistant 1 to Job Service Assistant 2 was incorrect.

3. Each appellant failed to meet that burden.

4. Respondents' decision regarding the appropriate classification for each appellant's position was correct.

OPINION

These cases were straight forward in that the great majority of the testimony and documentary evidence was uncontroverted.

Appellants contend their positions have increased in job responsibility without commensurate pay or reclassification. In support, each appellant testified about her position; however, each one agreed that the position description used in respondents' reclassification

determination accurately described her duties at the time the position was audited. While Ms. Kastel and Ms. Hampton believed that the position descriptions were an oversimplification of their job functions, they failed to point out any significant distortions or misrepresentations.

Upon comparing appellants' position descriptions with the position standards for a JSA-1 and JSA-2, it is clear that these positions fall within the allocation pattern for JSA-1 positions. Appellants Kastel and Hampton perform UC claims processing functions but do not perform significant intake functions and, as a consequence, their work is not varied and complex. Appellant Fredrickson's function as information clerk is best described within the JSA-1 allocation pattern, where reference is made to answering "general questions from clients regarding benefits and employment service" by intake clerks.

It is for these reasons, respondents' decisions are considered correct and should be affirmed.

ORDER

Respondents' decision regarding the position of each of the appellants
is affirmed and these appeals are dismissed.

Dated: March 17, 1983 STATE PERSONNEL COMMISSION


DONALD R. MURPHY, Chairperson

DRM:jmf


LAURIE R. McCALLUM, Commissioner


JAMES W. PHILLIPS, Commissioner

Parties:

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& Barbara E. Fredrickson
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