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KAREN SHOWERS, *

Appellant, *

v. *

Administrator, DIVISION OF *

PERSONNEL, *

Respondent. *

Case No. 79-PC-CS-699 *

* * * * *

DECISION
AND
ORDER

This is a reallocation case. The appellant believes her position is more appropriately classified at the Program Assistant 1 level instead of the Clerical Assistant 2 level. The following are the findings of the Commission after a hearing and filing of post hearing briefs by the parties.

FINDINGS OF FACTS

1. The appellant has been employed as a classified civil service employe with the State of Wisconsin since June, 1966. In 1976, she began work at the Oakhill Correctional Institution in Oregon, Wisconsin. Oakhill, a unit of the Department of Health and Social Services, is a minimum security correctional institution for adult male offenders.

2. In August, 1979, after conducting a survey of clerical positions, the respondent reallocated the appellant's position from Typist 3 to Typist. Both classifications have the same pay range of 02-05.

3. The appellant made a timely appeal of the classification decision to this Commission. As a result of the appeal, the respondents re-audited appellant's position and reallocated it to the Clerical Assistant 2 level. The new classification was also at the 02-05 pay range.

4. At the time of the reallocation, the appellant was employed as a receptionist and typist in the administration building at Oakhill. She spent 50% of her time operating the PABX switchboard system. This consisted of an eighty line switchboard with five trunk lines, one long distance line and three information lines. Another 25% of appellant's time was devoted to providing support services. Such services included maintaining current daily resident, employe and authorize visitor rosters; acting as back-up operator for the institution gate, the radio and the paging system; acting as supervisor of the resident lobby display in the reception area; maintaining an inventory of items and sales; arranging for resident dry cleaning and shoe repair services and contacting appropriate institution vendors and repair people. The remainder of appellant's time was spent typing, transmitting teletype messages and supervising the resident janitor assigned to the administration building.

5. The position standard for a Clerical Assistant 2 contains the following description of such positions:

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.

6. The position standard for the Program Assistant 1 classification contains the following description:

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.

7. Other positions in the Division of Corrections that primarily hold receptionist responsibilities, including acting as the primary or sole public contact for a state facility, are allocated to the Clerical Assistant 2 level.

8. The appellant's duties are better described by the position standard for a Clerical Assistant 2 than a Program Assistant 1.

CONCLUSIONS OF LAW

1. The Commission has authority to consider this matter pursuant to §230.44(1)(a), Stats.

2. The appellant has the burden of proving by a preponderance of the credible evidence that the respondent incorrectly reallocated her position to Clerical Assistant 2 instead of Program Assistant 1.

3. The appellant has failed to meet that burden.

4. The appellant's position is appropriately classified at the Clerical Assistant 2 level.

OPINION

There was no material dispute about appellant's duties and responsibilities at the Oakhill Correctional Institution. The appellant has been an employe of the Division of Corrections, DHSS, since 1966. At the time of the reallocation, the appellant had worked at Oakhill for three and a half years. During that time, she had acquired a broad knowledge of the process and procedures of both the division and the institution and had made good use of that knowledge in her position. She had become a reliable resource person for the staff at Oakhill. However, in deciding this matter, the Commission must look at the appellant's duties and responsibilities, appropriate position standards and, if offered, comparable positions. Due to the receptionist or switchboard function that the appellant's position provides, it specifically meets the following description found in the Clerical Assistant 1 position standard:

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.

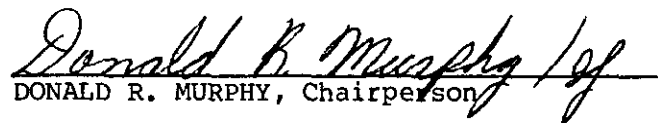
Therefore, based upon the record the Commission is persuaded that the appropriate classification for appellant's position is that of a Clerical Assistant 2.

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ORDER


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

Dated: Sept. 23, 1982 STATE PERSONNEL COMMISSION


DONALD R. MURPHY, Chairperson

DRM:jmf


LAURIE R. MCCALLUM, Commissioner


JAMES W. PHILLIPS, Commissioner

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