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**BEFORE THE PERSONNEL RESOURCES BOARD
STATE OF WASHINGTON**

Rosanna Schlagel, Appellant, vs. Centralia College, Respondent.))))))))))))	CASE NO. R-ALLO-15-021 ORDER OF THE BOARD FOLLOWING HEARING ON EXCEPTIONS TO THE DETERMINATION OF THE DIRECTOR
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Hearing on Exceptions. This appeal came before the Personnel Resources Board, NANCY HOLLAND YOUNG, Chair, SUSAN MILLER, Vice Chair, and VICKY BOWDISH, Member. The hearing was held on January 21, 2016, at Capitol Court, Olympia, WA.

Appearances. Appellant Rosanna Schlagel was present and was represented by Sherri-Ann Burke, Representative of the Washington Federation of State Employees. Respondent Centralia College was represented by Kelly Woodward, Assistant Attorney General.

Background. Appellant is an Office Assistant Lead (OA Lead) in the Student Services Division. Appellant submitted a position review request (PRR) to Centralia College's Human Resources (HR) on July 8, 2014, requesting reallocation from OA 3 to Program Coordinator.

By letter dated August 18, 2014, Respondent notified Appellant that her position was not reallocated to a Program Coordinator but remained as an OA 3. On September 17, 2014, Appellant submitted a request to OFM State HR for a director's review of the director's determination.

By letter dated August 11, 2015, the director's designee determined that Appellant's position should be reallocated to OA Lead.

1 On September 9, 2015, Appellant filed timely exceptions to the director's determination. In her
2 exceptions, Appellant indicated the scope of her work best fits the duties of the Program
3 Coordinator job class. Appellant's exceptions are the subject of this proceeding.

4
5 As summarized in the director's review, Appellant is responsible for interpreting and applying rules
6 and regulations to the enrollment and registration process for several programs, including the Teen
7 Program, Centralia College East, International Programs, Bachelor of Applied Science Management
8 and Adult Basic Education.

9
10 **Summary of Appellant's Arguments.**

11 Appellant asserts that her work with the enrollment process requires specific information about
12 student programs and best fits the Program Coordinator job class. Appellant further asserts she
13 provides more than just customer service, rather contends she must ensure correct database coding
14 in order to meet federal regulations and get credit for enrollment in specific programs. Appellant
15 further contends that registration is a specific area of the college that contains complex components.

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17 **Summary of Respondent's Arguments.**

18 Respondent disagrees that Appellant should be a Program Coordinator and contends that the work
19 she performs in enrollment is an administrative function of the college, not the work of a separate
20 program. Respondent agrees with the director's designee that Appellant does perform complex
21 duties but does not coordinate the work of a program.

22
23 **Primary Issue.** Whether the director's determination should be affirmed in that Appellant's position
24 should remain at the OA Lead job class.

25
26 **Relevant Classifications.** OA Lead; Program Coordinator.

1 **Decision of the Board.** The purpose of a position review is to determine which classification best
2 describes the overall duties and responsibilities of a position. A position review is neither a
3 measurement of the volume of work performed, nor an evaluation of the expertise with which that
4 work is performed. A position review is a comparison of the duties and responsibilities of a
5 particular position to the available classification specifications. This review results in a
6 determination of the class that best describes the overall duties and responsibilities of the position.
7 See *Liddle-Stamper v. Washington State University*, PAB Case No. 3722-A2 (1994).

8
9 Most positions within the civil service system occasionally perform duties that appear in more
10 than one classification. However, when determining the appropriate classification for a specific
11 position, the duties and responsibilities of that position must be considered in their entirety and
12 the position must be allocated to the classification that provides the best fit overall **for the**
13 **majority of the position's duties and responsibilities.** (Emphasis added). *Dudley v. Dept. of*
14 *Labor and Industries*, PRB Case No. R-ALLO-07-007 (2007).

15
16 We have carefully reviewed the documentation submitted during the director's review and
17 considered the arguments presented by the parties at the hearing before the Board. Allocating
18 criteria consist of the class specification's class series concept (if one exists), the definition and
19 the distinguishing characteristics. Typical work is not an allocating criterion, but may be used to
20 better understand the definition or distinguishing characteristics.

21
22 The definition of Program Coordinator:

23 Coordinate the operation of a specialized or technical program.

24
25 In the Glossary of Classification Terms, a program is defined in relevant part as:

26 A specialized area with specific complex components and tasks that distinguish it from
27 other programs (or the main body an organization). A program is specific to a particular
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1 subject and has a specific mission, goals, and objectives. A program typically has an
2 identifiable funding source and separate budget code.

3
4 A program is distinct from the main body of the college and includes areas such as outreach to
5 communities/entities and usually has its own source of funding. A program is typically
6 independent enough so if it ceased to exist, regular college operations would continue normally.
7 Appellant's work in Enrollment Services is a complex administrative function of regular college
8 operations.

9
10 The definition of OA Lead:

11
12 As a unit's designated lead worker, assigns, instructs and checks the work of lower level
13 office support staff, plans and organizes work, and performs a variety of complex clerical
14 projects and assignments such as establishing and revising electronic or manual record
15 keeping systems including data base files, monitoring and evaluating financial records
16 and/or documents, resolving clerical problems, responding to inquiries regarding policies,
17 procedures, and services, drafting correspondence, compiling reports, and reviewing,
18 screening, verifying, and evaluating applications, forms, or requests for information.
19 Duties performed require substantive knowledge of a variety of regulations, rules, policies,
20 procedures, processes, materials, or equipment.

21
22 As the definition of OA Lead indicates, Appellant performs a variety of complex clerical projects
23 for Enrollment Services and assigns and checks the work of a fulltime permanent employee and a
24 part time student employee. Appellant's work requires substantive knowledge of a variety of
25 regulations, rules, policies, procedures and processes, also indicative of the OA Lead job class.
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1 The board agrees with the director's determination that Appellant provides complex registration
2 tasks for a variety of student programs, but does not coordinate the work of an independent
3 program. The duties of Appellant's position best fits the OA Lead job class.

4 In a hearing on exceptions, the Appellant has the burden of proof (WAC 357-52-110). Appellant
5 has not met her burden of proof.

ORDER

NOW, THEREFORE, IT IS HEREBY ORDERED that the appeal on exceptions by Rosanna Schlagel is denied, the director's determination dated August 11, 2015, is upheld and Appellant's position remains allocated to the Office Assistant Lead job class.

DATED this ____ day of _____, .

WASHINGTON PERSONNEL RESOURCES BOARD

NANCY HOLLAND YOUNG, Chair

VICKY BOWDISH, Member