



**STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT**

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM
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February 3, 2015

TO: Connie Goff, PHR
Rules and Appeals Program Manager

FROM: Meredith Huff, SPHR
Director's Review Program Investigator

SUBJECT: Pamela Basquez v. Green River Community College
Allocation Review Request ALLO-14-046

Director's Determination

This position review is based on the work performed for the six-month period prior to February 21, 2014, the date Green River Community College (GRCC) Human Resources Office received Ms. Basquez's request for a position review. As the Director's Review Investigator, I carefully considered all of the documentation in the file, the exhibits, and the written comments provided by both parties. After my review and analysis of Ms. Basquez's assigned duties and responsibilities, I conclude her position is properly allocated to the Program Assistant class.

Background

On February 21, 2014, the GRCC Human Resources received Ms. Pamela Basquez's Position Review Request form requesting that her position be reallocated from Program Assistant to Program Coordinator. (Exhibit B-3)

On May 12, 2014 Ms. Barbara Iribarren, HR Manager, GRCC, notified Ms. Basquez that her position was properly allocated to the classification of Program Assistant. (Exhibit A-2)

On June 6, 2014, the State HR Director's Review Program received Ms. Basquez's request for a Director's review of the GRCC HR's allocation determination. (Exhibit A-1)

By letter dated July 21, 2014, Ms. Basquez submitted her revised and final written statement for her Director's review. (Exhibit A-4)

By e-mail on November 10, 2014, Ms. Basquez requested to have a written position review. As requested by Ms. Basquez, this review encompassed all the written documents. An interview was not conducted with the parties.

Guidance for Director's Determination

The purpose of a position review is to determine which classification best describes the overall duties and responsibilities of a position. A position review is neither a measurement of the volume of work performed, nor an evaluation of the expertise with which that work is performed. A position review is a comparison of the duties and responsibilities of a particular position to the available classification specifications. This review results in a determination of the class that best describes the overall duties and responsibilities of the position. Liddle-Stamper v. Washington State University, PAB Case No. 3712-A2 (1994).

In Salsberry v. Washington State Parks and Recreation Commission, PRB Case No. R-ALLO-06-013 (2007), the Personnel Resources Board addressed the concept of best fit. The Board referenced Allegrì v. Washington State University, PAB Case No. ALLO-96-0026 (1998), in which the Personnel Appeals Board noted that while the appellant's duties and responsibilities did not encompass the full breadth of the duties and responsibilities described by the classification to which his position was allocated, on a best fit basis, the classification best described the level, scope and diversity of the overall duties and responsibilities of his position.

The Personnel Resources Board (PRB) has held the following: Because a current and accurate description of a position's duties and responsibilities is documented in an approved classification questionnaire, the classification questionnaire becomes the basis for allocation of a position. An allocation determination must be based on the overall duties and responsibilities as documented in the classification questionnaire. Lawrence v. Dept. of Social and Health Services, PAB No. ALLO-99-0027 (2000).

When determining the appropriate classification for a specific position, the duties and responsibilities of that position must be considered in their entirety and the position must be allocated to the classification that provides the best fit overall for the majority of the position's duties and responsibilities. Dudley v. Dept. of Labor and Industries, PRB Case No. R-ALLO-07-007 (2007).

Position Review Request (PRR) (Exhibit B-3)

The PRR date stamped February 21, 2014, by GRCC's Human Resources, indicates Ms. Basquez works in the center for Washington Certification Services (WCS), at Green River Community College (GRCC). Ms. Peggy Barton is the Director of WCS and Ms. Basquez's supervisor. GRCC has an interagency agreement with WA State Department of Health (DOH) to provide the certification testing for the Backflow Assembly Tester and Waterworks Operator certifications.

Ms. Basquez lists her job title as BAT Enrollment Specialist. She indicates she coordinates the enrollment processes for applicants of the Washington State Backflow Assembly Tester (BAT) certification and the Waterworks Operator Professional Growth Program certification. Ms. Basquez does not supervise other employees. Ms. Basquez notes she feels the Program Coordinator would be the class that best describes her duties. Her duties and responsibilities are summarized as follows:

85% Coordinate the operation of the BAT certification examination enrollment program

- Interpret and apply Waterworks Operator Certification regulations, policies, procedures and guidelines to ensure program and examination eligibility standards are met and enforced

- Independently advise applicants, industry representatives, state agencies and other program constituents on specialized BAT re-enrollment program content, policies and procedures
- Communicate regularly with DOH and BAT related organizations and businesses about the BAT Certification Program and examination enrollment and eligibility criteria
- Monitor program activity, scheduling, capacity and enrollment status; recommend courses of action to maintain program standards and meet program needs
- Use unique proprietary database software to maintain complex records; evaluate data and develop reports
- Participate in meetings with DOH and industry organizations
- Receive, process and deposit state BAT examination fees on behalf of DOH

15% Support DOH Waterworks Operator Certification Program's professional growth program

Summary of Ms. Basquez's Perspective (Exhibit A-4, A-15 and B-3)

In a letter dated July 21, 2014, Ms. Basquez wrote, in part, "I'm currently employed with Washington Certification Services (WCS), a division of GRCC. WCS administers self-supporting and highly specialized technical state certification programs on behalf of the WA State Department of Health Office of Drinking Water. ... Though the Waterworks and BAT programs are completely separate state certification programs with different requirements, the mission of these critical programs is to provide safe and reliable drinking water to the citizens of Washington. ...I independently coordinate and oversee the day-to-day operations of all enrollment processes for statewide certification examinations. I have extensive contact with participants, employers and outside entities to interpret and provide program-specific information, make recommendations, resolve issues and process enrollments. I administer scheduling and enrollment activities, assess needs, attend meetings to participate in development and implementation of program policies, procedures... learn technical information, develop and implement procedures and administer enrollment processes..." (Exhibit A-4)

In response to GRCC's allocation decision, Ms. Basquez described her duties as, "I am the primary contact and I independently administer all enrollment processes associated with the BAT certification program." (Exhibit A-15)

.... The purpose of this highly specialized position is to ensure that BAT Certification Program requirements...are interpreted and applied to each applicant fairly and consistently. ... The BAT Enrollment Specialist position is responsible for overseeing a key component of that contract...." (Exhibit B-3)

Summary of Supervisor Comments (Exhibit B-2)

Ms. Peggy Barton, Director, Washington Certification Services at GRCC provided a letter dated July 18, 2014 describing Ms. Basquez's responsibilities and duties. Ms. Barton describes the Washington Certification Services (WCS) as "unique among programs at GRCC because it does not provide services to students; it is responsible for highly specialized and technical statewide programs for DOH's Office of Drinking Water in support of their mission to provide safe and reliable drinking water to the citizens of Washington." Ms. Barton describes the two BAT program activities, in part:

- "Application and Enrollment supported by Pamela Basquez ... Pamela advises Rachel on enrollment status and provides reports as needed to ensure a seamless transition of

applicant information between the enrollment and examination administration parts of the program”.

- “Examination and Certification Program Administration supported by Rachel Neville...” Rachel is responsible for managing the BAT Certification and Professional Growth programs beginning with the administration of examinations to eligible applicants ...”

Ms. Barton continues: “As the Director of the WCS, ...I have a comprehensive understanding of the responsibilities of the position currently held by the incumbent, Pamela Basquez. I am confident that both the position description and the documentation provided in her Request for Reallocation fully support a change to the Program Coordinator classification.” (Exhibit A-10)

On the Position Review Request, Supervisor Portion, dated March 7, 2014, Ms. Barton lists decisions that Ms. Basquez makes:

- “Apply regulations, policies, procedures and guidelines to evaluate and determine eligibility for state examinations.
- Interpret policies and make independent judgments when responding to and advising program constituents.
- Evaluate program data and monitor program activities to determine appropriate examination scheduling, capacity, and enrollment.”

Ms. Barton also describes the level of supervision she provides to Ms. Basquez’s position as “Administrative Direction.”

Summary of GRCC’s Classification Determination (Exhibit A-2)

In a memo dated May 12, 2014, Ms. Barbara Iribarren, Human Resources Manager, wrote, in part, to Ms. Basquez:

“ ... I’ve reviewed the reallocation paperwork you submitted on February 21, 2014, and concluded that the majority of your duties best fit the basic functions and distinguishing characteristics of your current classification, Program Assistant. Based on the information submitted and my review, your request for reallocation is denied.”

Comparison of Duties to Class Specifications

When comparing the assignment of work and level of responsibility to the available class specifications, the class series concept (if one exists) followed by definition and distinguishing characteristics are primary considerations. While examples of typical work identified in a class specification do not form the basis for an allocation, they lend support to the work envisioned within a classification.

Comparison of Duties to Program Coordinator (107N) and Program Assistant (107M)

Program Coordinator and Program Assistant both have the same Class Series Concept.

Class Series Concept: Perform work requiring knowledge and experience that is specific to a program. Organize and perform work related to program operations independent of the daily administrative office needs of the supervisor. Represent the program to clients, participants and/or members of the public.

Definition for Program Coordinator (107N) class states:

Coordinate the operation of a specialized or technical program.

Ms. Basquez does not coordinate the operation of a specialized or technical program. Her supervisor, Ms. Peggy Barton, Director, indicates Ms. Basquez is responsible for the examination and certification enrollment responsibilities within the Washington Certification Services. Ms. Basquez's position does not meet the Definition of the Program Coordinator class. The Program Coordinator class is not an appropriate match for Ms. Basquez's responsibilities.

Comparison of Duties to Program Assistant (107M)

Definition for Program Assistant class states:

Perform specialized technical/clerical duties in support of a program activity.

Distinguishing Characteristics for Program Assistant class states:

Under general supervision, perform work requiring knowledge and experience specific to the program. Provide students, staff, program participants and/or the public with information and interpretation of policies and activities related to the program specialty. Compose written communications, and establish and maintain records relating to program operations.

Although the **Typical Work** examples do not form the basis for an allocation, they lend support to the work envisioned within a classification. The following provides an example of the level of work assigned to the Program Assistant class, in part, as stated on the class specification:

Within the specialized program:

- Serve as primary contact with program participants; provide information regarding program policies and activities; perform a variety of public relations functions;
- Compose correspondence, printed materials, and/or news releases related to program policies, procedures, and operations; edit materials for accuracy, appearance, readability, and style;
- Compile and distribute information relative to program activities, confer with other campus departments and outside agencies; ... interpret statistical data, historical activity reports, and other materials in the functional area;
- Establish and maintain records and files, record statistical information;
- Prepare narrative and/or statistical reports regarding program operations;
- Use spreadsheet and data base software to develop and maintain records;

Ms. Basquez performs a variety of specialized technical duties in coordinating the examination and certification enrollment responsibilities within the Washington Certification Services. Ms. Basquez enrolls eligible applicants for the Backflow Assembly Tester (BAT) Certification and Professional Growth programs and the Waterworks Operator Professional Growth Program. She maintains accurate enrollment information and compiles this information into reports. She collects and records payments for the testing. She provides enrollment records and other pertinent information to her supervisor, the testing coordinator and Department of Health. She obtains and maintains certification applicants' information. These duties reflect the level of responsibility and type of work that is encompassed by the Program Assistant classification.

The purpose of an allocation review is to determine the classification which best describes the overall duties and level of responsibility of a position. Based on my review, I find that Ms. Basquez's overall level of duties, responsibilities and decision making authority, as well as technical responsibilities for coordinating the processes of BAT certification enrollment and professional growth, best fit within the Program Assistant classification.

It is clear Ms. Basquez is a highly-skilled and dedicated member of the GRCC staff. A position's allocation is not a reflection of performance or an individual's ability to perform higher-level work. A position's allocation is based on the majority of work assigned to a position and how that work best aligns with the available job classifications. As a whole, the level, scope and diversity of the overall duties and responsibilities assigned to Ms. Basquez's position best fit the Program Assistant classification. Her position is correctly allocated.

Appeal Rights

RCW 41.06.170 governs the right to appeal. RCW 41.06.10(4) provides, in relevant part, the following:

An employee incumbent in a position at the time of its allocation or reallocation, or the agency utilizing the position, may appeal the allocation or reallocation to the Washington Personnel Resources Board. Notice of such appeal must be filed in writing within thirty days of the action from which appeal is taken.

The mailing address for the Personnel Resources Board (PRB) is P. O. Box 40911, Olympia, Washington 98504-0911. The PRB Office is located on the 3rd floor of the Raad Building, 128 10th Avenue SW, Olympia, Washington. The main telephone number is (360) 407-4101, and the fax number is (360) 586-4694.

If no further action is taken, the Director's determination becomes final.

Cc: Pamela Basquez
Robin Ledbetter, WFSE
Barbara Iribarren, HR, GRCC
Lisa Skriletz, SHR

Enclosure: List of Exhibits

A. Pamela Basquez Exhibits

1. Request for Director's Review form, June 6th, 2014
2. HR Response to Request for Reallocation, May 12th, 2014
3. Washington Certification Services Position Description: BAT Enrollment Specialist, August 2013
4. Statement from Pamela Basquez, July 21, 2014
5. Green River Community College Performance Assessment for P. Basquez, August 8th, 2013
6. Quarterly Review Meeting Notices, February 14th, 2014 and April 23rd, 2014
7. Quarterly IAG Review Meeting Agendas, February 14th, 2014 and April 23rd, 2014
8. BAT Examination Reports, 10/1/13 – 12/31/13 and 1/1/14 – 3/31/14
9. Email from Peggy Barton, "Annual Review Meeting," July 7th, 2014
10. Statement from Peggy Barton, July 18th, 2014
11. Washington Certification Services Position Description: Program Manager A, August 2011
12. Interagency Agreement between the State of Washington Department of Health and Green River Community College, July 1st, 2013
13. Comparison of Program Coordinator Position Description with Duties of Backflow Assembly Tester Enrollment Specialist
14. Comparison of Program Specialist 2 Positions Description with Duties of Backflow Assembly Tester Enrollment Specialist
15. P. Basquez Response to Barbara Iribarren's 2/14/14 Reallocation Denial Report to Deborah Casey

B. GRCC Exhibits

1. May 12, 2014 Allocation determination notification memo
2. March 7, 2014 PRR Supervisor Portion
3. February 21, 2014 PRR Employee Portion
4. February 21, 2014 memo from Ross Jennings to HR supporting reallocation
5. February 18, 2014 allocation determination notification memo to Pamela Basquez
6. February 14, 2014 allocation determination rational memo to Deborah Casey, Interim VP for HR
7. Calendar meeting item for desk audit on October 13, 2013
8. September 9, 2013 PRR Employee Portion

C. Class Specifications

1. Program Coordinator
2. Program Assistant
3. Program Specialist 2