

April 28, 2008

TO: Gary Hill, Washington Federation of State Employees (WFSE)

FROM: Teresa Parsons  
Director's Review Program Supervisor

SUBJECT: Teresa Gomez v. Seattle Central Community College  
Allocation Review Request ALLO-07-032

On February 22, 2008, I conducted a Director's review meeting by telephone conference call, concerning the allocation of Teresa Gomez's position. Present at the Director's review meeting were you, Phevra Quincy, Ms. Gomez, and her supervisor, Gail Keefe, Manager of Student Services; Kristie Wilson from the Department of Personnel; and Human Resources Administrator Kathryn Woodley, representing Seattle Central Community College (SCCC).

### **Background**

In August 2006, Ms. Gomez completed a Position Review Request (PRR) asking that her Program Coordinator position be reallocated to the Program Support Supervisor II classification. Ms. Gomez and her supervisor, Gail Keefe, Manager of Student Services, signed the request on July 20, 2006. Executive Dean Norward Brooks signed the request on August 3, 2006. Subsequent to completing the PRR, Ms. Gomez completed a Seattle Community Colleges Position Questionnaire (PQ), which she signed on November 15, 2006, and her supervisor and the Executive Dean signed in early December 2006.

On March 27, 2007, Human Resources Administrator Kathryn Woodley denied Ms. Gomez's reallocation request. Ms. Woodley concluded that the majority of Ms. Gomez's assigned work involved the coordination of student recruitment activities. Ms. Woodley further concluded that Ms. Gomez's position had not been assigned supervisory responsibilities.

On April 18, 2007, the Department of Personnel received Ms. Gomez's request for a Director's review of SCCC's allocation determination.

### **Summary of Ms. Gomez's Perspective**

Ms. Gomez asserts her duties have expanded to include directing the responsibilities of others. In that capacity, Ms. Gomez states that she generates leads (for prospective students) through outreach to Community Based Organizations (CBO's) and generates and services computerized marketing/advertising, following up with leads and case managers through telephone calls, appointments, and admission interviews, as well as through emails, correspondence, and bulk mailings. Ms. Gomez further asserts that she promotes Seattle Vocational Institute (SVI) Programs, performs case management for agency sponsored students such as Temporary Assistance for Needy Families (TANIF), Labor & Industries (L&I), or the Division of Vocational Rehabilitation (DVR). Ms. Gomez states that she provides student retention counseling and maintains data, such as student intake files and enrollment progress reports. In addition, Ms. Gomez states that she coordinates work study students, matching students gained through recruitment efforts with various clerical support positions for instructors. In the course of her work, Ms. Gomez contends she supervises some Admissions employees and work study students. Ms. Gomez asserts her supervisor supports her reallocation, and she believes the Program Support Supervisor II is the appropriate classification for her position.

### **Summary of SCCC's Reasoning**

SCCC acknowledges that Ms. Gomez coordinates the various aspects related to student recruitment and acknowledges that she performs her duties very well. However, SCCC contends Ms. Gomez's position has not been assigned supervisory responsibility, as indicated by the definition of a supervisor, which includes conducting evaluations and developing performance expectations, as well as hiring and handling disciplinary actions of classified employees. SCCC contends the duties and responsibilities related to supervision reside with Ms. Gomez's supervisor, the manager of Student Services. Therefore, SCCC asserts the duties and responsibilities assigned to Ms. Gomez's position fit within the Program Coordinator classification.

### **Director's Determination**

This position review was based on the work performed for the six-month period prior to August 2006, when Ms. Gomez submitted her request for reallocation. During the Director's review meeting, you explained that Ms. Gomez first completed the Position Review request form, which she, her supervisor, and the Dean of Student Services all signed in late July/early August 2006. Ms. Gomez then completed Seattle Community Colleges' Position Questionnaire Form for work performed during the same timeframe, also signed by the individuals listed above. Ms. Woodley indicated she received both requests after the college's position questionnaire had been completed.

As the Director's designee, I carefully considered all of the documentation in the file, the exhibits presented during the Director's review meeting, and the verbal comments provided by both parties. Based on my review and analysis of Ms. Gomez's assigned duties and responsibilities, I conclude her position is properly allocated to the Program Coordinator classification.

### **Rationale for 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. See Liddle-Stamper v. Washington State University, PAB Case No. 3722-A2 (1994).

On the PRR, Ms. Gomez's position purpose has been described as follows:

The primary focus . . . is to recruit students to meet or exceed student enrollment goals as outlined by the Manager of Student Services, through leads development, and effective representation to individual prospective students, and community organizations with potential to refer their clients. Specifically, Ms. Gomez's job duties include the following:

- Generating computerized marketing/advertising leads; entering and retrieving data from lead reports;
- Following up on leads through telephone calls and letters;
- Maintaining and distributing SVI program information materials and preparing bulk mailings to DSHS, L&I, DVR, and VA (Veterans Administration) case managers and counselors;
- Posting SVI program flyers in community centers and other places within the community;
- Attending weekly orientations; providing tours of SVI facilities;
- Reviewing intake files for completion or closure on a daily basis;
- Providing potential students with test results and advising students on training options and transportation options;
- Meeting daily with the Recruiter position;
- Training work study students on call center duties;
- Supervising work study students' activities, checking their schedule, checking their school attendance, and giving them their designated assignments;
- Assisting Worker Retraining clients with support services and assist Workforce Manager in advising these clients;

- Providing job placement for Phlebotomy students and meet with potential employers;
- Assisting students/clients who failed to qualify for services, such as financial aid and assisting other departments in monitoring unofficial enrollment to identify funding sources for students.

During the Director's review conference, we discussed Ms. Gomez's role in supervising and directing the work of others as it relates to Recruitment at SVI. The PRR (page five) indicates that Ms. Gomez supervises a temporary Recruiter position and several work study positions. However, the same document also indicates that the Recruiter position reports to Ms. Gomez's supervisor, Ms. Keefe, the manager of Student Services. Ms. Keefe clarified that Ms. Gomez "supervises" the work of the Recruiter on a daily basis, has crucial conversations if needed, and provides input to Ms. Keefe as far as performance or issues that arise. Ms. Keefe, however, is the official supervisor and has the responsibility for signing evaluations and leave slips or initiating corrective action (for permanent employees).

The Washington State Classification and Pay Administrative Guide defines supervisor as follows:

An employee assigned responsibility by management to participate in all of the following functions with respect to their subordinate employees: (1) selection of staff, (2) training and development, (3) planning and assignment of work, (4) evaluating performance, (5) adjusting grievances, and (6) taking corrective action.

Although Ms. Gomez may direct and lead the work of others in the Recruitment Program, she has not been assigned supervisory responsibilities, as envisioned by the definition of a supervisor. As far as supervising the work study students, I conclude that her role primarily relates to coordinating work study options for students who enter the college as part of the recruitment effort. Ms. Gomez may then follow up with instructors or monitor student progress and communicate with students and case managers about issues related to their student enrollment at SVI.

The basic function for the Program Support Supervisor II classification reads as follows:

Supervise program support staff involved in the performance of duties associated with a highly specialized or technical program(s) and assist in the development of program policies and budgets. Act as liaison between the program and outside organizations.

The distinguishing characteristics of the Program Support Supervisor II include the following:

With delegated authority, interview and recommend selection of applicants, train new employees, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary action.

Under general direction, perform work using knowledge and experience specific to the program. Assist in planning, implementing, and evaluating policies; devise and implement new procedures; develop information to support budgetary requests and project income and expenditures.

Ms. Keefe is the official supervisor for the temporary employee listed by Ms. Gomez on the PRR and PQ. Because Ms. Gomez's position has not been delegated supervisory authority, as indicated by the definition of a supervisor, her assigned duties and responsibilities do not meet the basic function and distinguishing characteristics of the Program Support Supervisor II classification. Although I considered the Program Support Supervisor I classification, it also requires the duty of supervision consistent with the definition of a supervisor.

The basic function for the Program Coordinator classification states that positions "[c]oordinate the operation of a specialized or technical program." The Washington State Glossary of Classification Terms defines coordinate as independently organizing, monitoring, evaluating, and making adjustments for a program or activity without supervisory responsibility over program or activity participants.

The distinguishing characteristics of a Program Coordinator include the following:

Under general direction, perform work using knowledge and experience specific to the program. Exercise independent judgment in interpreting and applying rules and regulations. Independently advise students, staff, program participants and/or the public regarding program content, policies, procedures and activities; select/recommend alternative courses of action and either:

- Project, monitor, maintain, initiate and/or approve expenditures on program budgets

OR

- Have extensive involvement with students, staff, the public and/or agencies in carrying out program activities, and coordinate, schedule and monitor program activities to determine consistency with program goals.

While examples of work do not form the basis for an allocation, they lend support to the work envisioned within a classification. The typical work examples of the Program

Coordinator classification most in line with Ms. Gomez' assigned duties include the following:

Within the specialized program:

- Monitor budget status in line with program activities;
- Provide information and advice to students, staff, program participants and/or the public regarding program content, policies and activities, recommend alternative courses of action; promote the program on campus with outside organizations;
- Attend meetings and/or conferences as program representative;
- Confer regularly with representatives of off-campus organizations and agencies regarding the interpretation and implementation of program and institutional policies;
- Monitor program activities in relation to established program goals; within established program parameters, determine variance from program standards;
- Direct the work of others;
- May make public presentations related to program specialty.

While it is clear Ms. Gomez is very knowledgeable about all aspects of student recruitment and performs her duties well, a position's allocation is not an evaluation of an individual's performance or ability to perform higher-level duties. Rather, an allocation is based on the assigned duties and responsibilities to the position. Based on the overall assignment of work to Ms. Gomez's position, the Program Coordinator classification best describes her position.

### **Appeal Rights**

RCW 41.06.170 governs the right to appeal. RCW 41.06.170(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 address for the Personnel Resources Board is 2828 Capitol Blvd., P.O. Box 40911, Olympia, Washington, 98504-0911.

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

c: Teresa Gomez  
Kathryn Woodley, SCCC  
Lisa Skriletz, DOP

Enclosure: List of Exhibits