STATE OF WASHINGTON
OFFICE OF THE STATE HUMAN RESOURCES DIRECTOR
DIRECTOR'S REVIEW PROGRAM
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November 19, 2011

TO: Teresa Parsons, SPHR

FROM: Kris Brophy, SPHR
Director's Review Program Investigator

SUBJECT: Tai Hoang v. Department of Enterprise Services (DES)
Allocation Review Request ALLO-11-055

Director's reviews regarding the allocation of the following positions have been completed:

Jeyakumar Appadurai	(ALLO-11-053)
Robert Freer	(ALLO-11-054)
Tai Hoang	(ALLO-11-055)
Scott Mansuy	(ALLO-11-056)
Travis Shriver	(ALLO-11-057)

Director's Determination

The Director's review was based on a review of the Position Description Forms (PDFs) describing each employee's duties and responsibilities on October 1, 2011. As the Director's designee, I carefully considered the written documents in each file. Based on my review and analysis of Mr. Hoang's assigned duties and responsibilities, I conclude the Warehouse Operator 2 class provides the best fit overall, based on the existing job classes.

Background

On October 1, 2011, the former Department of Printing consolidated with other agencies into the newly created DES as a result of Engrossed Substitute Senate Bill 5931. Therefore, the Department of Printing and its classification system ceased to exist on September 30, 2011. As a result, the employees' positions, which had previously been allocated as Bookbinder 3 were placed into the Washington General Service (WGS) classification system. Because the WGS classification plan does not include the specific job classes previously used by the Department of Printing, DES allocated the employees' positions to an existing WGS job class on a best fit basis. In addition, DES Y-rated the employees' salaries pursuant to Article 40.4 of the Collective Bargaining Agreement between the State of Washington and the Coalition, including Teamsters Local 767M (Exhibit 2).

On October 14, 2012, Mr. Hoang requested a Director's review of DES's allocation decision.

The attached letter, dated October 12, 2012, (Exhibit 6), summarizes our discussions for moving forward with the review of the above cases.

Rationale 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. 3722-A2 (1994).

Duties and Responsibilities
The duties and responsibilities listed in the Position Description Form are described as follows:

95% Receives, reviews and fulfills customers orders by hand gathering, collating, and packaging already-produced items such as manuals, brochures, forms, CDs, posters, videos and stickers.

Packages individual orders per customers requirements and postal regulations.

Processes either through DOP drivers, Campus mail, USPS, Fed Ex, or UPS.

Documents necessary freight or postal charges and material used for each job.

Accounts for time, material and dollars used through shop floor and written documentation.

Restocks inventory and material as needed.

Ensures all orders are processed within two business days and performs quality checks throughout production process.

Assists team and supervisor in process improvement and organizational development.

Operates a Forklift and pallet jack when needed.

5% Performs inventory counts when needed.

Assists the Bindery, Shipping, Receiving, or Mailing departments if needed. Set up, maintain, and operate all bindery production machinery and equipment assigned to the Bookbinder 3 position under the collective bargaining agreement.

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

Comparison of duties to the Printing and Duplication Specialist 1 class.

The Definition of the class states:

> Performs entry-level and routine bindery, copying tasks; or, under close supervision, performs routine tasked operating offset duplicating machines capable of printing a single color of material.

There are no Distinguishing Characteristics for this class.

This class does not accurately describe the primary focus of Mr. Hoang's position duties and responsibilities. Mr. Hoang does not perform routine bindery or copying tasks, nor does he operate offset duplicating machines. The primary scope of Mr. Hoang's position is to perform order fulfillment functions for the print shop. The focus of his position, and the majority of his duties as a whole are to receive, review and fulfill customer orders by hand gathering, collating, and packing already-produced items such as manuals, brochures, forms and other items. Therefore, his duties fall outside the primary scope of the requirements of this class and his position should not be allocated to the Printing and Duplication Specialist 1 class.

Comparison of duties to the Warehouse Operator 2 class.

The Definition of the class states:

> This is the journey level of the series. Performs warehouse functions in a major area within a large warehouse or independently operates a small or decentralized warehouse; receives, records, stores, issues, and ships stock and supplies; and disposes of surplus property.

Based on the job classes currently available within the general government classification system, the overall thrust of Mr. Hoang's position, and the majority of his duties as a whole falls more appropriately within the scope and level of responsibility stated in the Definition of this class.

This class generally describes Mr. Hoang's responsibility for performing order fulfillment functions for the DES Print shop. Mr. Hoang's duties are consistent with the definition of this class of performing journey level work to receive, record, review and ship completed production orders to customers. Mr. Hoang performs a variety of warehouse related functions as stated in the definition of this class. This is supported by the statements in his position description form which states that his position processes orders and documents freight or postal charges and materials used for each job order. He also is required to restock inventory or shipping materials as needed.

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 this class, as stated on the class specification:

> Conducts ongoing property inventory control maintenance; responsible for accurate maintenance of accounting records that identify inventory on hand in addition to that

being shipped and received;

Plans work of subordinates, students, patients, offenders, or residents and instructs them in commissary or warehousing duties; maintain security regulations in connection with resident work detail;

May operate material handling equipment such as forklift trucks and light trucks;

Conducts physical inventories; prepares and maintains perpetual inventory, records, and correspondence files; keeps other records as required;

Prepares and maintains shop requisitions;

Maintains good safety practices;

Maintains warehouse arrangement and maximizes space utilization to accommodate current stock;

Establishes delivery priorities and delivery destination points through coordination with activities supported;

Oversees disposal of surplus or excess property;

Oversees the loading, unloading, movement, and distribution of materials, …and oversee assembly of goods received;

Requisitions electronic/communication components or equipment by listing parts numbers, description, quantity and estimated cost;

Mr. Hoang's duties are also consistent with these statements. Mr. Hoang accounts for time, material and dollars used through shop floor and written documentation. He ensures all orders are processed within two business days and performs quality checks throughout production process. He operates a Forklift and pallet jack when needed. He disposes of surplus or excess materials.

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. See Dudley v. Dept. of Labor and Industries, PRB Case No. R-ALLO-07-007 (2007).

While this class may not fully address the work performed by Mr. Hoang regarding the duties and responsibilities assigned to his position, effective October 1, 2011, the class which most closely matches his position is the Warehouse Operator 2 class.

A position's allocation is not a reflection of performance or an individual's ability to perform higher level work. Rather, an allocation is based on the majority of work assigned to a position and how that work best aligns with the available job classifications. In this case, based on a review of the written documentation provided to the available job classes, the Warehouse

Operator 2 job class provides the best overall fit for the duties and responsibilities assigned to Mr. Hoang's 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 mailing address for the Personnel Resources Board (PRB) is P.O. Box 40911, Olympia, Washington, 98504-0911. The main telephone number is (360) 664-0388, and the fax number is (360) 586-4694.

If either party plans to hand-deliver an appeal to the PRB, please call the above number for details. The PRB Office is currently located at 521 Capitol Way South, Olympia.

However, on or around ***November 26, 2012, PRB staff will move to a new location in the Insurance Building on the Capitol Campus, 302 – 14th Avenue S.W., 4th Floor, Olympia, Washington.***

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

c: Tai Hoang
Brian Earl, Local 767M
Tony Brown, DES
Lisa Skriletz, OSHRD

Enclosure: List of Exhibits

TAI HOANG v. DES
ALLO-11-055

List of Exhibits

1. Request for Director's Review Form, received October 14, 2011
2. October 1, 2011 reallocation decision letter from DES
3. Position Description Form in effect on October 1, 2011
4. DOP Class Specification for Printing and Duplication Specialist 1 (205E)
5. DOP Class Specification for Warehouse Operator 2 (117J)
6. Letter to Brian Earl, Local 767M, from Teresa Parsons, Director's Review Supervisor, October 12, 2012