STATE OF WASHINGTON
OFFICE OF THE STATE HUMAN RESOURCES DIRECTOR
DIRECTOR'S REVIEW PROGRAM
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November 20, 2011

TO: Teresa Parsons, SPHR

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

SUBJECT: Dave Tharaldson v. Department of Enterprise Services (DES)
Allocation Review Request ALLO-11-088

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

David Darrah	(ALLO-11-084)
Maria Martinez	(ALLO-11-085)
Thanh Nguyen	(ALLO-11-086)
Neal Scannell	(ALLO-11-087)
Dave Tharaldson	(ALLO-11-088)
Kenny Tran	(ALLO-11-089)

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. Tharaldson's assigned duties and responsibilities, I conclude the Digital Printing Operator 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 Digital Print Operator 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. Tharaldson requested a Director's review of DES's allocation decision.

The attached letter, dated October 12, 2012, (Exhibit 5), 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 for Mr. Tharaldson's position are described as follows:

80% Job Production

Produce and complete all jobs per scheduled production dates.

Operate all copy center equipment needed to produce complete customized jobs as described on the job ticket in accordance with equipment operating procedures. Perform all other center functions needed to complete the job.

Provide proper job packaging and take necessary steps to ensure proper delivery to customer.

Ensure accurate billing to customer by making sure accurate "click", materials, and hand time charges are recorded on all jobs. Correctly fill out and process necessary paperwork.

Work with the Manager/assigned staff to produce and prioritize jobs, and when necessary to reorganize to meet deadline changes and updates and to ensure procedures requiring farm out are completed correctly and in a timely fashion so that the job is delivered correctly and on time to the customer. Participate as key player in the Production Team by supporting operations as needed.

Provide support to other center as necessary.

20% Other

Exhibit flexibility, creativity, consistency, fairness and trust; demonstrate effective communication orally and in writing; collect and review data to present clear recommended courses of action; receives updated information and takes action accordingly.

Identify issues; assess problems; use logical rational approach; develop options and strategies to resolve issues, problems and complaints; compile and review statistics or other data.

Understand and perform necessary troubleshooting procedures on all copy center equipment.

Perform necessary higher level service/maintenance to (machine) as approved/supported by vendor.

Clean and maintain equipment and work area following maintenance procedures and update maintenance logs. Maintain a professional, clean, and organized copy center that shows pride in workmanship to customers that visit the center.

Maintain knowledge of safety requirements of job and equipment. Understand and comply with OSHA/WISHA safety requirements. Inform lead or supervisor of equipment problems. Coordinate with vendor for repair of equipment as needed.

Carefully listen to needs of internal/external customers; proved advice on specific courses of action; research, assess, and analyze situations; plan ahead; use a collaborative approach; exercises listening, questioning, motivating, influencing, and decision making skills.

Understand and demonstrate knowledge of organizational and group behavior; promotes teamwork.

Monitor and manage inventory of supplies. Order and stock supplies as instructed by supervisor. Report all "spoilage" whether customer or operator error in a timely manner to the Integrated Document Services Manager. In absence of their direct report, "spoilage" shall be reported to the Plant Manager.

Participate in necessary training to stay current in machine and software technology.

Perform other duties as assigned.

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

The Definition of the Digital Printing Operator class states:

Operates one or more office machines such as high speed business photocopiers, reader/scanners, engineering print machines, folding and inserting, bursting, and binder machines for a major portion of time.

There are no Distinguishing Characteristics for this class.

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:

> With minimum training and under general supervision, sets up, adjusts, and operates one or more office machines for volume production;
>
> Receives periodic work assignments and job requests or on a recurring basis, operates machines to produce finished materials;
>
> Programs digital copy machines for the production of high quality, full color, as well as black and white digital prints utilizing specialized print drivers;
>
> Keeps records of production and supplies expended;
>
> Requests needed machine repairs and supply items;
>
> Performs daily calibrations of digital copy machines;
>
> Performs repetitive clerical duties in conjunction with machine operations;
>
> Prioritizes jobs according to customer need, and reports status to supervisor;

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

This class accurately describes Mr. Tharaldson's responsibility for operating all copy center equipment to produce copy projects in accordance with job ticket orders. Mr. Tharaldson produces high quality black and white print using high speed cut sheet copiers with assorted finishing options. He utilizes his knowledge and understanding of contemporary copier and print technology devices to complete customized jobs for customers. He produces complete copy projects in compliance with job specifications and quality standards and procedures.

Mr. Tharaldson's duties are also consistent with the majority of typical work statements for this class. In addition to his production duties, Mr. Tharaldson performs higher-level service and maintenance functions. He cleans and maintains equipment following prescribed maintenance procedures and updates maintenance logs. He monitors and maintains an inventory of supplies and orders and stock supplies as instructed by his supervisor.

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).

The Digital Print Operator class accurately describes the duties and responsibilities assigned to Mr. Tharaldson's position, effective October 1, 2011.

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 Digital Printing Operator job class provides the best overall fit for the duties and responsibilities assigned to Mr. Tharaldson'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: Dave Tharaldson
Brian Earl, Local 767M
Tony Brown, DES
Lisa Skriletz, OSHRD

Enclosure: List of Exhibits

DAVE THARALDSON v. DES
ALLO-11-088

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. Class Specification for Digital Printing Operator (206H)
5. Letter to Brian Earl, Local 767M, from Teresa Parsons, Director's Review Supervisor, October 12, 2012