



STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM
P.O. Box 40911 · Olympia, WA 98504-0911 · (360) 902-9820 · FAX (360) 586-4694

December 13, 2013

TO: Teresa Parsons, SPHR
Director's Review Program Supervisor

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

SUBJECT: Valerie Anundson v. Department of Licensing (DOL)
Allocation Review Request ALLO-13-025

This position review was based on the work performed for the six-month period prior to June 28, 2012, the date DOL Human Resources (DOL HR) received Ms. Anundson'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. Based on my review and analysis of Ms. Anundson's assigned duties and responsibilities, I conclude her position is properly allocated to the Customer Service Specialist 2 (CSS 2) classification.

Background

On June 28, 2012, DOL HR received Ms. Anundson's Position Review Request (PRR), requesting that her Customer Service Specialist 2 (CSS 2) position be reallocated to Customer Service Specialist 3 (CSS 3) class (Exhibit B-4).

DOL HR conducted a position review and notified Ms. Anundson on February 22, 2013 that her position was properly allocated to the CSS 2 class (Exhibit B-2).

On March 18, 2013, State Human Resources, OFM received Ms. Anundson's request for a Director's review of DOL's allocation determination (Exhibit A-1).

On October 22, 2013, I conducted a combined Director's review conference with Valerie Anundson, Julie Brill, and Joel Williams. Also present for the conference were Lisa Goldschmidt, Council Representative, WFSE; Sherri Clarke, Classification and Compensation Manager, WFSE; Lynette Glassburn, Manager, Suspensions, DOL; Gary Thiel, Customer Service Specialist 4, DOL; Wendy Malloy, Personnel Operations Manager, DOL; Brett Alongi, Human Resource Consultant, DOL; and Shelby Krismer-Harada, Human Resource Consultant, DOL.

Ms. Anundson submitted exhibits during the review conference. Following the review conference each party submitted additional information. The final response from DOL was

received on November 7, 2012. All of this information has been added to the record and incorporated as exhibits to the file.

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

Ms. Anundson is a member of the Administrative Action team working the Suspensions Unit of the Drivers Record Section of the Program and Services Division of DOL. Ms. Anundson reports to Mr. Gary Thiel, Customer Service Specialist 4.

The purpose of Ms. Anundson's position is to maintain accurate drivers' records with primary responsibility for working the Habitual Traffic Offenders (HTO) desk. Ms. Anundson makes changes and updates to drivers' records. She reviews documentation to ensure changes to drivers' records are in compliance with licensing laws, regulations, policies and procedures. This includes analyzing drive records, notifying drivers, and taking appropriate administrative action regarding pending revocations, suspensions, disqualifications, and other licensing actions based on the individual's driving record. Ms. Anundson has signature authority for approving and making changes to drivers' records. She works with internal and external customers including drivers, prosecuting and defense attorneys, law enforcement agencies, state, federal and municipal entities, and other programs and program staff within DOL.

Ms. Anundson describes her major job duties in the PRR as follows:

65% Duty:

As a senior customer service specialist, I maintain an advanced level of knowledge in driver licensing. This includes having "signature authority" to sign off on other CSS 2's record corrections (within DR [Drivers Records]) to ensure complete accuracy of drivers' records. Interpret agency-related laws, policies, and procedures directly to the manager for building better customer service. Communicate with other department units and build strong working relationships for a common purpose. Utilizing my advanced knowledge of driver records I am regularly tasked to complete testing of system processes and changes to ensure the accuracy of the drive record.

I handle complex, cross-agency customer problems. I educate internal customers, court personnel, and law enforcement officers/agencies on complicated licensing laws along with DOL policies and procedures as they pertain to driver's records.

I maintain an accurate record of drivers' criminal traffic offenses. I analyze drive records to take the necessary actions and I notify drivers of pending revocations, suspensions, disqualifications, and requirements through certified letters created manually or automated. I am required to work system generated reports to verify that overnight corrections or changes have been made to the driver record accurately. If these changes have not been made, I am required to manually process these reports and make those corrections or changes.

I consult with lower level customer service staff on multi-dimensional process/procedure problems. When a coworker or supervisor has questions on how to handle certain calls, processes a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, I act as a lead or the "go to" person and assist or make the necessary corrections. I coordinate training cross training necessary for our unit.

Acting as a senior level customer service specialist answering complex questions from CSS 2's, CSS 3's (including CAMS from the call service center), and CSS 4's, regarding the driving record and record corrections, validity of documents received and sent by the court, what can be presented in a court setting, what orders are acceptable, what was policy and laws at specific dates and times, how the system responded or act at a specific date and time, what legislative law or rule was in effect pertaining to all suspendable or revocable offenses at a specific date and time.

I am also required to attend trainings and meetings and bring back information to share with the unit. I am also responsible for identifying and recommending changes to agency policies and procedures to unit managers.

Tasks:

Acting as a senior level customer service specialist answering complex questions from CSS 2's, CSS 3's (including CAMS from the call center), and CSS 4's, regarding the driving record and record corrections. Testing new system changes as well as troubleshooting system problems. Consult with Managers and supervisors regarding legislative changes that could affect how we process court documents.

20% **Duty:**

Process suspensions, revocations, disqualifications, and cancellations related information into the DHS to establish, update and/or correct personnel and commercial drive records in the DHS. Provides specialized technical assistance to customers and performs record corrections on personnel and commercial drive records which require extensive knowledge of RCW's, WAC's, agency policies/procedures and federal and state regulations.

Assist customers in resolving suspensions, revocations, disqualifications, and cancellation related complaints and problems by accessing and interpreting the DISCIS court system (electronic database of decisions made by the courts, i.e., court docket), Drivers Online, Imaging and other driver related databases and systems, DOL database records, documentations, state and federal laws, policies

and procedures.

Tasks:

Processing convictions from Washington Courts, Administrative DUI reports, Habitual Traffic Offender revocations. Assist courts, attorneys, drivers, licensing officers and law enforcement by explaining departmental procedures and policies.

10% **Duty:**

Review and verify system reports for accuracy. When errors are found, update or correct the drive record and other related databases.

Tasks:

Reviewing exception reports verifying that corrections that have been made were done right. Also reviewing changes that have been removed to ensure accuracy of the drive record.

5% **Duty:**

Testify at Superior, District, Municipal and Federal courts as an expert witness on behalf of the Department of Licensing.

Tasks:

Being on a roster of 10 people who are required to testify on behalf of the Department of Licensing, must go if I'm next on list. Exceptions will be made if employee volunteered recently.

In the Position Review Request Supplemental Information form (Exhibit B-5), Ms. Anundson indicates the following changes have occurred to her assigned duties and responsibilities:

- On 01/06/2010 we were (all CSS2's in Driver Records) appointed to a "Custodian of Records" by DOL director Liz Luce and we are now required to testify in a court of law as to the validity of driver records.

Supervisor's Comments

Mr. Thiel completed the supervisor's portion of the PRR and indicates that Ms. Anundson's description of her assigned duties and responsibilities is accurate and complete.

Mr. Thiel stated during the review conference that Ms. Anundson independently plans, organizes and prioritizes her day-to-day work tasks based on the work that comes to the unit and that he generally provides guidance and assistance to Ms. Anundson only if she has a specific question regarding a particularly unique or complex situation. He also stated that each customer support specialist working on his team, including Ms. Anundson, is asked to look at the agency's processes and procedures with respect to their assigned work and make recommendations to him regarding process improvement concerning their assigned functions.

Ms. Lynette Glassburn, Licensing Services Manager, is Ms. Anundson's second level supervisor. During the review conference she affirmed she is one of the few individuals in the work unit authorized to sign off on corrections to driving records made by co-workers in and outside the unit.

Ms. Glassburn also indicated there is no designated trainer within the Suspensions Unit and that staff, including Ms. Anundson, provide on-the-job training to other co-workers as needed.

Additionally, Ms. Anundson clarified that when a coworker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, she assists the staff member or makes the necessary corrections herself.

Summary of Ms. Anundson's Perspective

Ms. Anundson asserts she has primary responsibility to serve as a senior customer service specialist and subject matter expert for the Habitual Traffic Offenders (HTO) desk. Ms. Anundson asserts that she uses her extensive knowledge of driver licensing policies and procedures to review and maintain accurate records of drivers' criminal traffic offenses. Ms. Anundson asserts she is called upon to provide senior-level consultation to others concerning complex drivers' record corrections or resolving complicated situations that involve interpreting RCW's and WAC's. She analyzes driver's records in order to take necessary administrative action and notify drivers of pending revocations, suspensions, disqualifications, and requirements through certified letters. She provides specialized technical assistance to customers and performs record corrections on personal and commercial driver records, which require extensive knowledge of RCWs, WACs, agency policies/procedures, and federal and state regulations.

She asserts she performs senior-level functions through her designation as a Custodian of Record by the agency director. She states she is required to testify in court as an expert witness on behalf of the DOL regarding the identity and validity of traffic offender records. Ms. Anundson contends this is a higher level responsibility than found at the CSS 2 level.

Ms. Anundson contends her position as a senior customer service specialist requires her to handle complex, cross-agency customer problems and answer complex questions from CSS staff and Licensing Service Managers within DOL regarding drivers' records. She asserts this includes consulting on the validity of documents received and sent by the court, what can be presented in a court setting, what orders are acceptable, what was policy and laws at specific dates and times, how the system responded or acted at a specific date and time, what legislative law or rule was in affect pertaining to all suspendable or revocable offenses at a specific date and time. She states that when a co-worker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure the record is complete and accurate, she assists with or makes the necessary corrections.

Ms. Anundson asserts her position has signature authority to make final reviews of co-workers' record corrections both within and outside of the Suspensions unit. She states that these reviews can be very complex depending on the number of changes/corrections being made to the drive record. She states this authority also allows her to make record corrections on her own without supervision.

Ms. Anundson asserts she mentors and trains lower level staff and internal customers in various aspects of client/customer relations and problem resolution, and multi-dimensional process or procedural problems. She asserts she also trains or cross-trains, reviews and checks the work of others and identifies and recommends changes to agency policies and procedures to unit managers. She asserts she coordinates some training and cross-training for the unit. This also includes educating internal customers, court personnel, attorneys, drivers, and law enforcement officers/agencies on complicated driver licensing laws along with DOL policies and procedures as they pertain to driver's records.

Ms. Anundson asserts she reviews pending legislation for changes to traffic laws to verify possible effects it will have on the agency.

For these reasons Ms. Anundson asserts her position should be reallocated to the CSS 3 class.

Summary of DOL's reasoning

DOL asserts the level and scope of Ms. Anundson's duties and responsibilities do not meet the requirements of the CSS 3 class. DOL asserts Ms. Anundson's duties do not involve resolving complex or unusual situations that are outside of the scope of the driver records verification process as a regular and ongoing focus of her position.

DOL asserts the majority of work Ms. Anundson performs falls within the scope of work at the CSS2 level. DOL asserts Ms. Anundson follows prescribed procedures to review Abstract Driving Records (ADR) for habitual traffic and other offenses associated with her assigned administrative action responsibilities. DOL asserts Ms. Anundson independently verifies drivers record documents based on interpretation of information and the language of the law and the agency's internal drivers record review procedures. She uses her judgment to determine the accuracy of the information provided in the drivers' records following established agency protocols to determine if drivers meet the HTO requirements. This includes determining which letters, forms, documents and correspondence to process with respect to habitual traffic offender records.

DOL asserts Ms. Anundson's position is not designated as a mentor. DOL acknowledges that Ms. Anundson consults with lower level customer service staff on multi-dimensional process/procedure problems. DOL acknowledges that when a coworker or supervisor has questions on how to handle certain calls, how to process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, Ms. Anundson assists or makes the necessary corrections. DOL asserts this work falls within the CSS 2 scope of responsibility.

DOL contends the majority of Ms. Anundson's job duties are consistent with the Definition and job duties described in the Customer Service Specialist 2 class.

Comparison of Duties

When comparing the assignment of work and level of responsibility to the available class specifications, the Class Series Concept (if one exists) followed by the 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 Customer Service Specialist series

The class series concept for the Customer Service Specialist series states:

Positions in this series provide assistance and problem resolution to agency clients/customers and are located in a designated customer service program. The intent of the series is to assist clients/customers in identifying agency processes and procedures, resolving client/customer problems related to agency programs and interpreting agency related laws, policies and procedures. Positions at all levels may be assigned lead or supervisory responsibility over lower level staff.

This series is not clerical in nature. Clerical support duties are incidental to the total work assignment (less than 10%). Clerical support, for the purposes of this series, includes tasks such as maintaining filing systems, maintaining logs, updating computer or manual data systems, office and telephone reception, completing office forms, compiling and completing recurrent reports, performing routine typing, copy work and preparing mailings.

This occupational category is considered a technical occupational category. Positions assigned to this occupational category have authority to accept, grant or deny agency services or may mediate between the business of the agency and the client (example: Attorney General's Consumer Protection Unit). Some positions may train and provide leadership to volunteers.

Ms. Anundson's position fits within the class series concept for the Customer Service Specialist series. She performs specialized technical functions within the Suspensions Unit of the Driver Records Section within the DOL's Programs and Services Division. Her position has responsibility for reviewing court documents relating to convictions and sentencing of driving offenses to calculate and determine driving restrictions and update individual driving records. Ms. Anundson provides technical assistance to internal and external customers, attorneys, court staff, and law enforcement personnel by maintaining accurate drivers' records, responding to inquiries, and resolving problems. Her duties require her to interpret and apply DOL rules, regulations, and processes.

Ms. Anundson's duties are therefore generally consistent with the class series concept for this class series and her position should be allocated to a class within the Customer Service Specialist series.

Comparison of Duties to Customer Service Specialist 3 (CSS 3)

The Definition for the CSS 3 class states:

Serves as a senior customer services specialist handling complex, cross-agency customer problems. Mentors and trains lower level staff in aspects of

client/customer relations and problem resolution. Interprets agency-related laws, policies and procedures.

There are no Distinguishing Characteristics for this class; therefore we can look to the typical work statements for guidance. The typical work statements for this class state:

Consults with lower level customer service staff on multi-dimensional process/procedure problems.

Identifies and recommends change to agency policies and procedures that hamper customer access to agency services.

Coordinates customer service training.

The CSS 3 class describes positions which perform senior-level customer service specialist work handling complex, multi-dimensional, cross-agency customer problems, mentoring and training lower-level staff, and interpreting agency-related laws, policies and procedures in completing assigned tasks. The overall scope, level of responsibility, and majority of duties assigned to Ms. Anundson's position does not fully meet this intent.

Although a portion of Ms. Anundson's position involves performing senior-level customer service specialist work, her position does not fully have the breadth or scope of handling complex multi-dimensional, cross-agency customer problems for a majority of her time as anticipated at the CSS 3 level.

For example, Ms. Anundson has primary responsibility for serving as the designated customer service specialist for the Habitual Traffic Offenders (HTO) driver license revocation process. The parties acknowledge she is the agency's subject matter expert for that process. A portion of her time is spent consulting with internal staff in other units and also with external customers concerning complex corrections to drivers records or resolving complicated situations that require interpreting RCW's and WAC's. At times she is required to make corrections to drivers' records. Ms. Anundson also has signature authority to at times make final reviews of co-workers' corrections to driving records both within and outside of the Suspensions unit.

The parties acknowledge that these reviews can be complex depending on the number of changes or corrections being made to the drive record. Ms. Anundson also has the authority to make corrections on her own without supervision. This requires extensive knowledge, interpretation and use of RCWs, WACs, agency policies and procedures, and federal and state regulations. However, the overall focus of this work involves following established agency procedures and licensing requirements. Ms. Anundson independently identifies the issue, determines the procedural steps necessary to bring about resolution, works with internal agency staff to implement resolution, and communicates the results internally to other staff and externally to the client. As a whole, the scope of this work does not fully reach to handling and resolving complex, multi-dimensional cross-agency problems as a primary focus of her position as required. In total, this portion of her work is more consistent with CSS 2 level responsibility.

Ms. Anundson also spends a portion of her time (approximately five percent) serving as the HTO "Custodian of Record" for the agency which requires her to testify in court as a witness on behalf of the DOL regarding the validity of traffic offender records. Additionally, as Mr. Thiel indicated, Ms. Anundson is periodically asked to look at the agency's processes and procedures

with respect to her assigned work and make recommendations to him regarding process improvement concerning their assigned functions. This includes responsibility for interpreting agency-related laws, policies and procedures and identifying and recommending changes to agency policies and procedures that hamper customer access to agency services. Ms. Anundson also reviews pending legislation for changes to traffic laws to verify possible effects it will have on the agency. She consults with managers and supervisors regarding legislative changes that could affect how the unit processes court documents. The overall scope of this portion of her assigned duties is consistent with the responsibility anticipated at the CSS 3 level.

However, Ms. Anundson does not have responsibility for mentoring and training lower level staff as a primary function of her position. For example, Ms. Anundson does not have responsibility for coordinating customer service training for the unit. It is undisputed that Ms. Anundson consults with lower level customer service staff on process and procedural problems. DOL acknowledges that when a coworker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, Ms. Anundson assists or makes the necessary corrections.

Ms. Anundson does occasionally provide informal on-the-job training and other assistance to lower level CSS's and other co-workers as needed. This includes educating internal customers, court personnel, attorneys, drivers, and law enforcement officers/agencies on complicated driver licensing laws along with DOL policies and procedures as they pertain to driver's records with respect to the HTO suspension/revocation process. Ms. Anundson also indicated during the review conference that when a coworker or other staff member has a question on how to handle a certain call, process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, she assists the staff member or makes the necessary corrections herself. The overall scope and focus of this work is more appropriately aligned within the CSS 2 class.

Thus, while aspects of her work and a portion of her assigned duties reach senior-level responsibility as required by this class, the thrust of her position, and the majority of her assigned work duties do not fully reach the primary allocating factors required for allocation to this class. For these reasons Ms. Anundson's position should not be reallocated to the CSS 3 class.

Comparison of Duties to Customer Service Specialist 2

The Definition for the Customer Service Specialist 2 (CSS 2) class states:

Independently resolves complaints, inquiries and client/customer service problems while maintaining appropriate confidentiality. Provides agency interpretation and applies knowledge of laws, regulations, and processes in the resolution of inquiries, complaints and problems.

The typical work statements for this class state:

Acts as liaison between clients/customers and agency; gives presentations and offers assistance to other State and Federal agencies;

Independently resolves client/customer problems by identifying the issues, determining procedural steps necessary to bring resolution, working with

program staff to implement resolution, and communicating results to the client/customer;

Creates and manages customer profiles and maintains integrity of the data and information while delivering specialized services.

The majority of Ms. Anundson's job duties are consistent with the job duties described in the Definition of the Customer Service Specialist 2 class. Ms. Anundson works independently, interprets information, and applies DOL laws, rules, and internal processes and procedures while performing her work which includes answering inquiries and resolving problems from internal staff and external clients including, attorneys, court staff, and law enforcement personnel.

The majority of her duties and responsibilities are focused on reviewing and verifying the accuracy of generally recurring driver information and court records consistent with CSS 2 level responsibility. This involves independently verifying driving record and other documents based on the interpretation of information and the language of the law and the agency's internal drivers record review procedures. She uses her judgment to determine the accuracy of the information provided in the drivers' records following established agency protocols to determine if drivers meet the HTO requirements. This includes determining which letters, forms, documents and correspondence to process with respect to the habitual traffic offender's driving record. She also analyzes existing driver's records and takes necessary actions to modify or change and notify drivers by certified mail of pending revocations, suspensions, disqualifications, and other actions or requirements. She also uses her knowledge of driver licensing policies and procedures to review and maintain accurate records of drivers' criminal traffic offenses.

Ms. Anundson's position requires her to handle generally recurring customer problems and answer questions from CSS staff and Licensing Service Managers within DOL regarding drivers' records. She uses her knowledge to consult on the validity of documents received and sent by the court, what can be presented in a court setting, what orders are acceptable, what was policy and laws at specific dates and times, how the system responded or act at a specific date and time, what legislative law or rule was in affect pertaining to all suspendable or revocable offenses at a specific date and time. When a co-worker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure the record is complete and accurate, she assists or makes the necessary corrections. During the review conference Ms. Anundson stated that she seeks assistance from her supervisor, Mr. Thiel, for unusual or complex situations requiring his assistance.

Ms. Anundson possesses the depth of knowledge needed to perform her work independently and to resolve problems within the scope of her area of responsibility. For example, Ms. Anundson routinely assists other Department of Licensing staff in understanding agency-related policies, procedures and laws. During the review conference it was stated that most often questions come to her from the agency's central Customer Call Center staff seeking guidance to answer questions from clients regarding HTO administrative suspensions and revocations, and other HTO issues. This also comes from other units and other DOL departments whose driver records licensing processes impact each other, as well as from Licensing Services Office Representatives and attorneys. She interprets information and applies her knowledge of applicable laws and the administrative requirements and procedures when reviewing and revising drivers records for the HTO desk.

The overall scope of her primary duties and responsibilities is encompassed by the definition of the CSS 2 class.

Additionally, the typical work statements for this class state that incumbents at this level independently resolve customer complaints. Positions at this level also identify issues and procedural steps needed to resolve the issues. CSS 2s implement resolutions, communicate results to customers, and maintain the integrity of data and information. The majority of Ms. Anundson's duties and responsibilities are consistent with the scope of responsibility described by the typical work of the CSS 2 class.

For example, Ms. Anundson maintains accurate driving records. She independently analyzes drive records to take the necessary actions and follows established procedures to notify drivers of pending revocations, suspensions, disqualifications and other licensing requirements. She reviews system generated reports to verify the accuracy of overnight corrections or changes to drivers' records. If these changes have not been made, she is required to manually process the reports and make the necessary corrections or changes.

She attends trainings and meetings and brings back information to share with the unit.

She completes testing of system processes and changes to ensure the accuracy of the drive record as well as troubleshooting.

Most positions within the civil service system occasionally perform duties that appear in more than one classification. However, 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).

In total, the primary purpose of Ms. Anundson's position is to verify driving records and other documents based on the interpretation of information and the language of the law and the agency's internal drivers record procedures regarding the HTO driver license suspension and revocation process. The majority of her duties involve using her judgment to independently determine the accuracy of the information provided in the drivers' records following established agency protocols to determine if drivers meet the HTO requirements. The overall scope and focus of this work is appropriately aligned within the Customer Service Specialist series and her duties are best described by the Customer Service Specialist 2 class.

Ms. Anundson's position is properly allocated to the Customer Service Specialist 2 class.

Appeal Rights

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

The mailing address for the Personnel Resources Board (PRB) is P.O. Box 40911, Olympia, WA 98504-0911. 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 PRB Office is located on the 4th floor of the Insurance Building, 302 Sid Snyder Avenue SW, Olympia, Washington, 98501-1342. The main telephone number is (360) 902-9820, and the fax number is (360) 586-4694.

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

c: Valerie Anundson, DOL
Lisa Goldschmidt, WFSE
Brett Alongi, DOL
Shelby Krismer-Harada, DOL
Lisa Skriletz, OFM

Enclosure: List of Exhibits

VALERIE ANUNDSON v DOL

ALLO-13-025

List of Exhibits

A. Valerie Anundson Exhibits

1. Request for Director's Review.
2. Allocation Determination Letter dated February 22, 2013.
3. Position Review Request and Supplemental Information.
4. Position Review Request Supervisor Portion.
5. Org Chart.
6. Email chain between myself, Shelby Krismer-Harada, and Virginia Hansen
7. Email from Shelby Krismer-Harada dated November 14, 2012.
8. Email from Shelby Krismer-Harada dated April 18, 2013.
9. Diane Christie's notes from January 31, 2013.
10. Diane Christie's notes from February 7, 2013.
11. Letter from the Director's Review Coordinator dated March 22, 2013.
12. Position Description Form
13. Annual Performance Assessment September 1, 2011, to August 31, 2012.
14. Habitual Traffic Offender (HTO) Selection Criteria
15. HTO revocation letter and hearing request form.
16. Record Correction Worksheet used for selecting HTO (20 moving violations).
17. Abstract of Driving Record used for selecting HTO (3 offenses requiring license suspension).
18. Certified Mail form.
19. HTO Rescind letter.
20. HTO hearing summary.
21. HTO reinstatement without a hearing letter and worksheets.
22. HTO violation of probation letter and worksheets.
23. HTO violation of stay letter and worksheets.
24. Extend HTO probation letter and worksheets.
25. Example of indexing document into imaging folder.
26. Computer generated report.
27. Email from Larry Watkinson regarding court appearances.

28. Court appearance schedule for Valerie Anundson.
29. CDL disqualification letter.
30. Positive/Refused Drug/Alcohol Test Report.
31. CDL disqualification letter (lifetime disqualification) and hearing request.
32. CDL disqualification release letter.
33. Assessment/Treatment Report for DOT Positive Test.
34. CDL rescind letter and worksheet with supporting documents.
35. CDL disqualification letter and worksheet (Railroad Crossing Violation).
36. CDL disqualification letter and worksheet (Out of Service Order Violation).
37. Conviction code list.
38. DUI conviction suspension letter, supporting documentation, and worksheet.
39. Physical control conviction revocation letter, supporting documentation, and worksheet.
40. Driving while license revoked 1st degree revocation letter, supporting documentation, and worksheet.
41. Driving while license revoked 2nd degree revocation letter, supporting documentation, and worksheet.
42. Admin Per Se code list.
43. Suspension letter based on sworn report from arresting officer and supporting documentation.
44. CDL disqualification letter based on sworn report from arresting officer and supporting documentation.
45. Rescind letter, worksheet, and discis print screen.
46. Instructions to change date on HTO.
47. Habitual Traffic Offender Procedures.

Exhibit submitted during the review conference:

48. Explanatory notes for exhibits A2-A47
49. Cover letter with attached supplemental exhibits labeled A49(1) – A49(13)
(Includes 13 attached exhibits)

Exhibits submitted following the review conference:

50. Email from Valerie Anundson dated November 7 submitting a final response to DOL's response to Ms. Anundson's additional exhibits – A48 and A49)

B. DOL Exhibits

1. DOL Response
2. February 22, 2013, Allocation Determination Letter (3 pages)
3. November 21, 2012, PRR, Supervisor Portion, 70019929 (3 pages)
4. June 26, 2012, PRR, Employee Portion, 70019929 (5 pages)
5. June 27, 2012, Reallocation Request Supplemental Information, 70019929 (3 pages)
6. Organization Chart, Department of Licensing, Driver Records 01/31/2012 (1 page)
7. February 7, 2013, VA Desk Audit Notes taken by Diane Christie (DC) (2 pages)
8. February 14, 2013, Email: RE: clarification, VA to DC to C. Weaver (2 pages)
9. January 31, 2013, Diane Christie notes; Anundson (3 pages)
10. December 29, 2009, Position Description Form—70019929 (6 pages)
11. December 29, 2009, Job Analysis Record Form—70019929 (7 pages)
12. State HR Customer Service Specialist 1 Class Specification, 102A (2 pages)
13. State HR Customer Service Specialist 2 Class Specification. 102B (1 page)
14. State HR Customer Service Specialist 3 Class Specification 102C(1 page)
15. State HR Office Assistant 3 Class Specification, 100J (2 pages)
16. Glossary of Terms, DOP (5 pages)

Exhibits submitted following the review conference:

17. Email from Shelby Krismer Harada dated October 30, 2013 submitting DOL's response to Ms. Anundson's additional exhibits (A48 and A49).
18. Email from Brett Alongi dated November 7, 2013 indicating DOL's approval to move forward with the appeal determination