



**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: Joel Williams v. Department of Licensing (DOL)  
Allocation Review Request ALLO-13-027

This position review was based on the work performed for the six-month period prior to November 29, 2012, the date DOL Human Resources (DOL HR) received Ms. Williams' 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. Williams' assigned duties and responsibilities, I conclude her position is properly allocated to the Customer Service Specialist 2 classification.

**Background**

On November 29, 2012, DOL HR received Ms. Williams' 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. Williams 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. Williams' 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.

Following the review conference each party submitted additional information. The final response from DOL was received on November 12, 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. Williams 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. Williams worked in the Reinstatements Unit working in the area of Ignition Interlock Licenses for the first four months of the review period prior to transferring to the Suspensions Unit. Ms. Williams reports to Mr. Gary Thiel, Customer Service Specialist 4.

The purpose of her position is to maintain accurate drivers' records with primary responsibility for suspending or revoking the driving privileges of drivers arrested for Driving Under the Influence (DUI). Ms. Williams also has authorization to provide information, direction and expertise to other members in the Suspensions Unit regarding the Ignition Interlock License law and associated issues. Ms. Williams makes changes and updates to drivers' records. Ms. Williams 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 with regard to pending revocations, suspensions, disqualifications, and other licensing actions based on the individual's arrest for DUI. 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. Williams describes her major job duties in the PRR as follows:

50% **Duty:**

Accurately enter suspensions, revocations, and temporary license information related to Driving Under the Influence arrests on the drive record database.

**Tasks:**

- Reviewing, analyzing and interpreting documents from law enforcement agencies and updating driving activity on drive records in response to Driving Under the Influence arrests.
- Interpreting RCW's to correctly enter suspensions/revocations to drive records.
- Interpreting and applying agency-related laws, policies and procedures.

- Performing record amendments, changes and corrections to drive records.
- Employing knowledge of the law (RCW's, WAC's), agency policies/procedures and state and federal regulations.
- Accessing, evaluating and examining system reports for accuracy.
- Correcting, amending and updating drive records using DOL online, DOL Standardized Letters, Database Access, DOL License Integration (DOLLI), Drivers Headquarters Systems (DHS), Sworn Report Deleted image Retrieval, Sworn Report Error Processing Program, Sworn Report Image Processing System, and COLD Data Search.
- Resolving complex issues related to the use of a driver in order to assure the accuracy of the drive record.

30% **Duty:**

Evaluate and respond to driver record customer complaints, requests, and inquiries via telephone, email and written correspondence. Respond to subpoenas to testify on behalf of the Department of Licensing.

**Tasks:**

- Accessing the drive record database to research, analyze, and determine status of driving privileges to assist customers in resolving complaints, problems and issues that affect the personal driving privilege.
- Verifying the accuracy of the documents processed and status of the customer's drive record to maintain the Department's credibility.
- Performing complex record changes to the drive record after thorough and extensive research.
- Providing professional customer service with even the most unsatisfied customers.
- Participating in customer service training and seeking out the knowledge of others with excellent communication skills to enhance my abilities as a superior customer service specialist and further develop my talent to mentor others in providing excellent customer service.
- Corresponding with customers by email and other written communication, and via telephone.
- Testifying in Municipal, District, Superior and Federal courts on behalf of the Department of Licensing.

10% **Duty:**

Develop and provide training and presentations to internal and external customers regarding suspensions, revocations, disqualifications and cancellations on the drive record.

**Tasks:**

- Teaching and mentoring the unit's lower level staff, as well as field staff in

procedures, policies and agency-related laws pertaining to Driving Under the Influence and how received documents are processed.

- Providing the RCW's that relate to specific suspensions or revocations entered on the drive record.
- Answering status and problem-related questions from prosecuting attorneys, defense attorneys, court clerks and other customers via telephone, email and in person.
- Contributing to unit meeting discussions regarding processing changes based on revised legislation and database/software updates.
- Recommending changes to agency-related laws, policies and procedures that hinder efficiency and customer service, and those that compromise ethical standards.

5% **Duty:**

Compose suspension/revocation notices and other written correspondence to drivers.

**Tasks:**

- Accessing the Standardized Letters Program to create letters notifying drivers of changes to their drive record and requirements they need to meet in order to obtain a valid driver license.
- Completing written correspondence to inquiries from attorneys, law enforcement, courts, and external and internal customers.

5% **Duty:**

Sort and organize documents received from cross-agency customers.

**Tasks:**

- Reviewing documents to how they are to be processed within the unit. Coordinating with staff members to ensure efficient and timely processing of documents and accurate record updating.
- Indexing and electronically filing documents for retention.

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

This position now handles multi-faceted, cross-agency problems, mentors and trains lower level staff in aspects of client/customer relations and problem resolution and interprets agency-related laws, policies and procedures. This is in contrast to only a few years ago when an employee in this position was not required to be as informed of the RCWs in order to accomplish the required work. The scope of the work is much broader and deeper, and involves constantly learning the revisions and changes that affect or work. The knowledge that is required to assist customers is much more specific and detailed.

### Supervisor's Comments

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

Mr. Thiel stated during the review conference that Ms. Williams 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. Williams only if she has a specific question regarding a complex or unusual situation. He also stated that each customer support specialist working on his team, including Ms. Williams, 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. Williams' second level supervisor. During the review conference she indicated there is no designated trainer within the Suspensions Unit and that staff, including Ms. Williams, provide on-the-job cross-training to other co-workers as needed.

### Summary of Ms. Williams Perspective

In her letter of appeal (exhibit A-1), Ms. Williams asserts the majority of her time is spent handling complex, cross-agency customer problems. Ms. Williams asserts this includes fielding questions from law enforcement, attorneys, probation officers, out of state jurisdictions and the courts as well as processing documents. Ms. Williams asserts she functions independently with the authority to plan, prioritize and handle all of her duties in her assigned area of responsibility.

Ms. Williams asserts she informally mentors and trains other employee using the expertise she brings from an accumulation of knowledge from the positions she previously held in the Reinstatements Unit (restricted licenses section) and in the Accidents Unit. She contends she mentors and trains others in applying DUI administrative suspensions and revocations and instructs other DOL employees in the application of the appropriate RCW's.

Ms. Williams asserts she routinely assists other Department of Licensing staff in understanding agency-related policies, procedures and laws. She states this most often comes from the central Customer Call Center staff seeking guidance regarding DUI administrative suspensions or revocations, and other DUI issues. She indicates 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.

Ms. Williams asserts her position requires that she interprets agency related laws, policies and procedures related to instate and out of state DUI arrests for commercial and noncommercial drivers. She states she decides which rules, processes, materials, and equipment to use to effectively accomplish her work assignments and she examines processes and procedures to determine ways to comply with the law and at the same time to improve customer access to DOL services.

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

### **Summary of DOL's reasoning**

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

DOL asserts the majority of work Ms. Williams performs falls within the scope of work at the CSS2 level. DOL asserts Ms. Williams follows prescribed procedures to review Abstract Driving Records (ADRs) and other records in order to process DUI convictions and other offenses associated with her assigned administrative action responsibilities. For example, DOL asserts the sample documents Ms. Williams provided notifying drivers that their driving privileges will be revoked, suspended or disqualified follow as a result of the Arrest Report submitted to the DOL by law enforcement.

DOL states the DUI Arrest Report Ms. Williams works with is straightforward with the pertinent information certified as true, correct and accurate by the arresting law enforcement officer. DOL asserts the exhibit A-18 is the Sworn Report Code Sheet which lists the various codes and infractions associated with adult and minor drivers and the amount of time the individual cannot drive for each offense. DOL asserts Ms. Williams 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 enter information following established agency policies and procedures.

DOL asserts Ms. Williams' position is not designated as a mentor. DOL acknowledges that Ms. Williams consults at times with other agency internal staff regarding process or 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. Williams assists or makes the necessary corrections. DOL asserts this work falls within the CSS 2 scope of responsibility.

DOL contends the majority of Ms. Williams' job duties are consistent with 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, in relevant part:

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. Williams' 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. Williams provides technical assistance to internal and external customers, including law enforcement, 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. Williams' duties are therefore generally consistent with the class series concept 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 performed by Ms. Williams do not fully meet this intent.

Although a portion of Ms. Williams' 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. Williams has primary responsibility for serving as the designated customer service specialist for processing DUI convictions. 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 with regard to analyzing and responding to driver record customer complaints, requests, and inquiries via telephone, email and written correspondence. At times she is required to make complex corrections to drivers' records or resolving complicated situations that require interpreting RCW's and WAC's.

The parties acknowledge that these corrections can at times be complex depending on the number of changes or corrections being made to the drive record. 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. Williams 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. Williams also spends a portion of her time serving as the DUI "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. Williams 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. Williams 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.

Ms. Williams does not have responsibility for mentoring and training lower level staff as a primary function of her position. For example, Ms. Williams does not have responsibility for coordinating customer service training for the unit. It is undisputed that Ms. Williams consults with lower level customer service staff on internal 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 with respect to DUI convictions, Ms. Williams makes the necessary corrections.

Ms. Williams provides informal on-the-job cross-training and other assistance to lower level CSS's other co-workers as needed. She also spent time 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 DUI process.

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 requirements of this class. For these reasons Ms. Williams' 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. Williams' job duties are consistent with the Definition and job duties described in the Customer Service Specialist 2 class. Ms. Williams 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 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 analyzing driving records 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 process

DUI convictions and other actions. This includes determining which letters, forms, documents and correspondence to process with respect to the 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 actions. She also uses her knowledge of driver licensing policies and procedures to review and maintain accurate driving records.

Ms. Williams' 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 researches the status of a driver on a specific date in order to assure the accuracy of the drive record. She accesses the driver record database to research, analyze, and determine eligibility of driving privileges in relation to suspensions, revocations, disqualifications, and cancellations to assist customers in resolving complaints and problems that can impact their personal or commercial driving privileges. She also corresponds with courts, attorneys, internal and external customers, and individuals. During the review conference Ms. Williams indicated that she seeks assistance from her supervisor, Mr. Thiel, for unusual or complex situations requiring his assistance.

Ms. Williams 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. Williams 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 DUI administrative actions and related 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 driver records.

The overall scope of her primary duties and responsibilities duties 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. Williams' duties and responsibilities are consistent with the scope of responsibility described by the typical work of the CSS 2 class.

For example, Ms. Williams maintains accurate driving records. She independently analyzes drive records to take necessary actions by following established procedures. She reviews system generated reports to verify the accuracy of changes to drivers' records. If these changes have not been made, she is required to manually process these reports and make those corrections or changes.

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. Williams' 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. 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. 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. Williams' 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 4<sup>th</sup> 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: Joel Williams, DOL
- Lisa Goldschmidt, WFSE
- Brett Alongi, DOL
- Shelby Krismer-Harada, DOL
- Lisa Skriletz, OFM

Enclosure: List of Exhibits

**JOEL WILLIAMS v DOL**

**ALLO-13-027**

List of Exhibits

A. Joel Williams Exhibits

1. Request for Director's Review (3 pages)
2. February 22, 2013 Allocation Determination Letter (3 pages)
3. March 22, 2013 Director's Review Response Letter (1 page)
4. February 1, 2013 Diane Christie Notes (3 pages)
5. February 8, 2013 Diane Christie Notes (1 page)
6. April 18, 2013 Email from Shelby Krismer Harada (2 pages)
7. November 28, 2013 Position Review Request Employee Portion (7 pages)
8. Reallocation Request Supplemental Information (2 pages)
9. Position Review Request Supervisor Portion (12 pages)
10. State of Washington Class Specification Customer Service Specialist 2 (1 page)
11. State of Washington Class Specification Customer Service Specialist 3 (1 page)
12. Position Description Form General Service Positions-Position 700195917 (7 pages)
13. Glossary of Classification Terms (5 pages)
14. Court Appearance Schedule (4 pages)
15. September 1, 2011 to August 31, 2012 Annual Performance Assessment (2 pages)
16. April 19, 2013 Email from Lynette Glassburn (2 pages)
17. April 30, 2013 Email from Shelby Krismer Harada (2 pages)
18. Sworn Report Code Sheet (2 pages)
19. November 6, 2012 3CRA Notice of Revocation (2 pages)
20. September 21, 2012 3CRC Notice of Revocation (2 pages)
21. September 12, 2012 2BYB Notice of suspension (3 pages)
22. October 3, 2012 3CYD Notice of Revocation (2 pages)
23. September 19, 2012 6DTA Notice of Disqualification (3 pages)
24. November 2, 2012 6DTB Notice of Disqualification (2 pages)
25. September 19, 2012 6DLT Notice of Disqualification (4 pages)

26. September 19, 2013 2 BYA Notice of Suspension (3 pages)
27. September 20, 2012 3CYC Notice of Revocation (2 pages)
28. October 1, 2012 5CRJ Notice of Revocation (2 pages)
29. September 13, 2012 5CRM Notice of Revocation (4 pages)
30. October 4, 2012 4BMJ Notice of Suspension (3 pages)
31. September 20, 2012 5CMT Notice of Revocation (2 pages)
32. September 28, 2012 4BMK Notice of Suspension (3 pages)

Exhibits submitted following the review conference:

33. Email from Joel Williams dated October 23, 2013 submitting supplemental exhibits:
  - A. Document titled, "Supplemental Table of Contents"
  - B. Document titled, "Supplemental Explanation"
  - C. Document titled, "Changes to IIL letter drafts"
  - D. Appeal Presentation Bullet Points
34. Email from Joel Williams dated November 6, 2013 submitting a final response to DOL's response to Ms. Brill's additional exhibits – A58)

B. DOL Exhibits

1. DOL Response to ALLO-13-027 with Exhibit List (3 pages)
2. February 22, 2013, Allocation Determination Letter (3 pages)
3. December 20, 2012, PRR, Supervisor Portion, 70019591 (2 pages)
4. November 29, 2012, PRR, Employee Portion, 70019591 (7 pages)
5. November 29, 2012, Reallocation Request Supplemental Information, 70019591
6. (2 pages)
7. Organization Chart, Department of Licensing, Driver Records 01/31/2012 (1 page)
8. February 8, 2013, JW Desk Audit Notes taken by Diane Christie (DC) (1 page)
9. February 1, 2013, Diane Christie notes; Williams, J. (3 pages)
10. December 29, 2009, Position Description Form—70019591 (6 pages)
11. December 29, 2009, Job Analysis Record Form—70019591 (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 November 1, 2013 submitting DOL's revised response to Ms. Brill's additional exhibit (A33). Note: Includes duplicate copy of exhibit A33
18. Email from Brett Alongi dated November 12, 2013 indicating DOL's approval to move forward with the appeal determination