

STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT
STATE HUMAN RESOURCES | DIRECTOR'S REVIEW PROGRAM
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July 17, 2014

TO: Connie Goff, PHR
Rules & Appeals Section Chief
State Human Resources Division

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

SUBJECT: Marta Reinhold v. Department of Licensing (DOL)
Allocation Review Request ALLO-13-076

This position review was based on the work performed for the six-month period prior to October 11, 2012, the date DOL Human Resources (DOL HR) received Ms. Reinhold'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. Reinhold's assigned duties and responsibilities, I conclude her position is properly allocated to the Customer Service Specialist 2 (CSS 2) classification.

Background

On October 11, 2012, DOL HR received Ms. Reinhold's Position Review Request (PRR) form, requesting that her Customer Service Specialist 2 (CSS 2) position be reallocated to Legal Secretary 1 (LS 1) (Exhibit B-2).

DOL HR conducted a position review and notified Ms. Reinhold on September 12, 2013 that her position was properly allocated to the CSS 2 class (Exhibit B-1).

On October 3, 2013, State Human Resources, OFM received Ms. Reinhold's request for a Director's review of DOL's allocation determination (Exhibit A-1).

On May 20, 2014, I conducted a Director's review conference with Marta Reinhold. Also present for the conference were Lisa Goldschmidt, Council Representative, WFSE; Toni Hood, Hearings and Interviews Manager, DOL; Gynger Steele, Hearings & Interviews Assistant Administrator, DOL; Rita Nucciarone, CCS 4, DOL; Brett Alongi, HRC, DOL; and Amanda Wallace, HRC, DOL.

Following the review conference each party submitted additional information. The final response from DOL was received on May 20, 2014. 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. Reinhold is a member of the Hearings and Interviews Unit located within the Programs and Services Division of DOL. Ms. Reinhold reported to Ms. Rita Nucciarone, Customer Service Specialist 4 during the review period.

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

50% Duty:

I handle complex, cross-agency customer problems. I educate customers, court personnel, defense attorneys, law enforcement agencies on questions and processes related to the administrative hearings process as well as other Department of Licensing policies. I analyze drive records and take the necessary actions for drivers, attorneys of record and related personnel regarding pending hearings, suspensions, cancellations, disqualifications and revocations. I possess the authority to update the drive record accordingly to include all related hearing codes and functions.

I assist customers in resolving suspension, revocations, disqualifications and cancellations related to complaints by utilizing the DISCIS court system (electronic database of decisions made by the courts), documentation, state and federal laws, policies and procedures.

I educate internal customers, court personnel, and defense attorneys on Department of Licensing policies/procedures as related to the Hearings process. I provide training on all the administrative hearings that I have previously processed and continue to support.

Acting in the role of lead within the unit, I am relied upon to answer questions from CSS2s, CSS3, CSS4, Hearing Examiners (ALJ), the customer service unit and upper management regarding the driving record, hearing processes, validity of documents received, and what policy/law applies.

Tasks:

The answering of complex question from all levels within the agency, consulting with managers regarding policy and legislative changes and their effect on the unit's processes; production legal pleadings and correspondence and acts as a liaison between agency personnel and external customers; ongoing training.

50% Duty:

I currently perform legal secretarial support for Hearing Examiners. My role allows me to work directly as liaison between Hearing Examiners and all other customers. I provide personalized, specific support as required by Hearing Examiners throughout the hearing process to facilitate the completion of administrative hearings. The creation of correspondence and pleadings, providing notification of eligibility, creation of hearing file, monitor, review and maintain those files throughout the hearing and the processing of the results of those administrative hearings.

The process includes hearing request intake which may be for alcohol related arrest or non-DUI related administrative hearing. For alcohol related arrest this includes processing of incoming requests from Revenue; processing of hearing request from online systems – HARPO; processing of refunds when drivers incorrectly submit fees for administrative hearings without fee requirements or when drivers request cannot be processed (i.e. no sworn report received from arresting agency).

From receipt of the hearing request, the process includes verification of materials received, verifying Department of Licensing documents and intended actions, preparation of the hearing file, notification to all parties as applicable and the distribution of files among the Hearing Examiners.

It includes constant review of files as prompted by telephone calls, internet inquiries, correspondence, and faxes requested updated information or provided further information pertinent to the file. It includes review of the drive record to determine if eligibility requirements as determined by Department action remain and providing acknowledgment/notification to drivers if their particular status has changed.

Tasks:

Creation, production, and review and monitoring of all hearings requests processed. Role as specific legal secretarial support for Hearing Examiners assigned to the case. Respond and act as required by changes in driver's eligibility. Process all findings as received.

Supervisor's Comments

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

Ms. Nucciarone stated during the review conference that Ms. Reinhold independently plans, organizes and prioritizes her day-to-day work tasks. She stated that she only provides guidance and assistance to Ms. Reinhold if she has a specific question regarding a particularly unique or complex situation.

Summary of Ms. Reinhold's Perspective

Ms. Reinhold asserts her position serves as a senior customer service specialist and subject matter expert in the Hearings and Interviews unit. She asserts she serves in a role as a lead

within her unit and is relied upon to answer questions from all levels of staff within the agency including upper management. She asserts she handles complex, cross-agency customer problems. This includes answering questions from all levels within the agency, consulting with managers regarding policy and legislative changes, producing legal pleadings and correspondence, and acting as a liaison between agency personnel and external customers regarding the administrative hearing process.

She contends she responds to questions and educates external customers on processes and procedures regarding the administrative hearing process as well as other DOL licensing policies. She asserts she analyzes drive records and independently takes the necessary action regarding, suspensions, cancellations, disqualifications and revocations pending the driver's administrative hearing. She states she has authority to update the driver's record with the appropriate hearing codes and perform other related functions as a result of the hearing.

She asserts she applies her expert knowledge and experience to use regarding the DISCIS court system, state and federal laws, policies and procedures to assist customers in resolving complex suspension, revocations disqualification and cancellation issues.

Ms. Reinhold asserts she provides education to internal customers, court personnel, and defense attorneys on DOL's hearing process, policies and procedures. She states that she provides training to internal staff and others regarding the administrative hearing process that she supports.

Ms. Reinhold also asserts she performs direct legal secretarial support to Hearing Examiners. This includes working as liaison between Hearing Examiners and other customers and providing support throughout the hearing process to facilitate the completion of their administrative hearings. Ms. Reinhold asserts she produces correspondence, pleadings, and notifies drivers of eligibility for hearings. She creates hearing files and reviews and processes hearing results into appropriate databases. Ms. Reinhold states she reviews files as prompted by telephone calls, internet inquiries, correspondence, and faxes. This includes updating and providing information to callers regarding information pertinent to the file. Ms. Reinhold states she reviews the applicant's drive record to determine hearing eligibility requirements as determined by the action taken. She states she also acknowledges and notifies drivers regarding status changes to their appeals.

For all of these reasons, Ms. Reinhold asserts her position should be reallocated to either the CSS 3 or Legal Secretary 1 class.

Summary of DOL's reasoning

DOL asserts the level and scope of Ms. Reinhold's duties and responsibilities do not meet the requirements of the CSS 3 or Legal Secretary 1 class.

DOL asserts Ms. Reinhold's position does not meet the definition of the CCS 3 class of serving as a senior customer services specialist handling complex, cross-agency customer problems. DOL asserts Ms. Reinhold's duties do not involve resolving complex or unusual situations that fall outside of the regular and ongoing scope of her hearing processing functions.

DOL asserts Ms. Reinhold is not assigned to serve as a mentor and trainer of lower level staff. In its determination, DOL states that all headquarters staff are expected to answer questions in their area of responsibility, explain processes and procedures, and cross train other employees

as necessary. DOL acknowledges that Ms. Reinhold consults with internal staff on hearing process and procedure problems. However, DOL asserts that Ms. Reinhold's responsibility for using and applying her expert knowledge of agency policies and procedures to assist clients in resolving inquiries and problems related to her assigned administrative hearing cases is consistent with the CCS 2 class level of responsibility.

DOL asserts the scope of Ms. Reinhold's work does not meet the definition and distinguishing characteristics of the Legal Secretary 1 class. DOL contends Ms. Reinhold's position is not directly assigned to or supervised by an attorney. DOL asserts that her position does not function as a personal assistant or secretary. DOL states that Ms. Reinhold's position is assigned to the Hearings and Interviews processing unit and that her position reports to the CSS 4 responsible for managing the unit. In addition, DOL asserts her duties do not include performing complex legal secretarial tasks.

As a whole, DOL contends the majority of Ms. Reinhold'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 Legal Secretary 1

The Definition for this class states:

Performs legal technical and secretarial work for an attorney, Administrative Law Judge, Industrial Appeals Judge, review judge or equivalent. Acts as a liaison between Assistant Attorney(s) General and campus personnel, opposing counsel, court and/or judicial department personnel and/or members of the general public.

The Distinguishing Characteristics for this class states:

This class differs from general clerical and secretarial classes in that Legal Secretaries work more as personal assistants to attorneys, Administrative Law Judges, Industrial Appeals Judges, review judges or equivalent to whom assigned. They also have greater responsibility than other clerical support classes to initiate their work in relieving the attorney, Administrative Law Judge, Industrial Appeals Judge, review judge or equivalent of technical aspects of legal practice. Performs complex legal secretarial duties; drafts documents and correspondence using legal, medical and/or other technical terminology; checks legal citations and references. [Emphasis added]

Ms. Reinhold's position does not meet the definition and distinguishing characteristics of the Legal Secretary 1 class. Ms. Reinhold's position does not provide direct legal technical and secretarial work for the agency's Hearing Examiners as intended. Her position does not report to nor function as a personal assistant to an attorney as stated in the Distinguishing Characteristics of this class. Rather, her position provides specialized technical support to the

agency's administrative hearings and interview process which includes interacting and working with the agency's Hearing Examiners.

Ms. Reinhold's position is assigned to the Hearings and Interviews processing unit. Rather than reporting directly to the Hearing Examiners, her position reports to Ms. Nucciarone, the CSS 4 responsible for managing the Hearings and Interviews unit. Ms. Reinhold's position functions in a centralized role to provide assistance and technical processing support to the agency's administrative hearings process. For example, her position has primary responsibility to receive and process administrative hearing requests from drivers following actions taken against their driving privileges.

Ms. Reinhold performs a variety of technical work to support that function, such as reviewing, approving and processing hearing requests for multiple case types with primary responsibility for Habitual Traffic Offender (HTO) and Medical cases. This includes performing the initial approval of driver's hearings applications. She forwards approved cases to Hearing Schedulers who then set hearing dates for Region 1, 2, and 3 Hearing Examiners. It is then the responsibility of the Hearing Examiners to independently prepare for and conduct the hearing and independently write the decision. Ms. Reinhold states in her comments that on various occasions, she talks with Hearing Examiners prior to hearings to clarify or explain something on the driver's record or in the imaging files.

Following each hearing, Ms. Reinhold coordinates with the DOL Suspension Unit and Medical Unit to provide the driver (petitioner) and representing attorney with the Hearing Examiner's findings and decision which includes a written Formal Notice of the proposed action.

Ms. Reinhold also enters these results into the Driver Information Processing System database, which is integrated with the National Drive Records (NDR) database. Ms. Reinhold uses her knowledge of legal provisions and requirements to translate written decisions into complex technical data transmissions in essential order to administer the sanctions appropriately. In addition, Ms. Reinhold oversees the Dishonored Check program as it relates to the hearing process. This includes coordinating incoming notifications with the Revenue Department and appropriate Hearing Scheduler. As a whole, the scope of these duties is more accurately described as providing specialized technical support to the agency's administrative hearings and interview process rather than providing direct technical legal support to an assigned attorney as required.

Further, Ms. Reinhold's position does not include responsibility for performing direct technical legal secretarial duties such as drafting documents and correspondence using legal, medical and/or other technical terminology. Her duties do not require her to check legal citations and references.

In addition, the role Ms. Reinhold's position has in working as a liaison between the parties and the Hearing Examiners is performed within the context of providing technical support to the agency's administrative hearings and interview process rather than performing direct legal secretarial support to an assigned Hearing Examiner. For example, Ms. Reinhold provides technical administrative support throughout the hearing process to facilitate the completion of administrative hearings. She follows prescribed standards and templates to create generally standard correspondence and pleadings, notices of eligibility for hearings. She also has responsibility for creating hearing case files, monitoring, reviewing and maintaining case files, and processing the results into the agency's databases after the administrative hearing process is completed.

Thus, while a portion of her work supporting the hearings review process overlap with certain aspects of legal secretarial work, the thrust and focus of her position and the majority of her assigned work duties as a whole do not reach the primary allocating factors required for allocation to this class. For these reasons Ms. Reinhold's position should not be reallocated to the Legal Secretary 1 class.

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. Reinhold's position fits within the class series concept for the Customer Service Specialist series. She performs specialized technical functions within the Hearings and Interviews Unit of the DOL's Programs and Services Division. Her position has responsibility for administrative hearings requests. Ms. Reinhold provides technical assistance to internal and external customers, attorneys, Hearing Examiners, and law enforcement personnel in order to process hearings requests to completion. She reviews drivers' records, responds to inquiries, and resolves problems. Her duties require her to interpret and apply DOL rules, regulations, and processes.

Ms. Reinhold's duties are 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. Reinhold's position does not fully meet this intent.

Although a portion of Ms. Reinhold'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. Ms. Reinhold's duties do not involve resolving complex or unusual situations that fall outside of the regular and ongoing scope of her hearing processing functions.

For example, Ms. Reinhold has primary responsibility for serving as the designated customer service specialist processing drivers' appeal hearing requests. Following receipt of the hearing request, the process includes verifying the application and other documents, preparing the hearing file, notifying all parties and forwarding the request to the Hearing Schedulers to schedule for the Hearing Examiners to process. Ms. Reinhold does provide specialized technical assistance to drivers and their attorneys which require extensive knowledge of RCWs, WACs, DOL policies and procedures, and federal and state regulations.

However, Ms. Reinhold does not mentor and train lower level staff and internal customers in various aspects of client/customer relations and problem resolution, and multi-dimensional process or procedural problems as a primary function of her position. She does provide some cross-training for others within her unit and other units regarding the specific aspects of her duties. 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 the hearing process and aspects of the driver's records. However, this is not a formal assignment and does not reach the scope of responsibility intended by this class. 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 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. Reinhold's job duties are consistent with the job duties described in the Definition of the Customer Service Specialist 2 class. Ms. Reinhold 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 processing generally recurring hearings requests consistent with CSS 2 level responsibility. This involves independently verifying the driver's 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 requirements to file an appeal. She also uses her knowledge of driver licensing policies and procedures to review and process accurate records of the driver's sanctions or other actions following the conclusion of the hearing.

Ms. Reinhold 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. Reinhold 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 drivers seeking guidance regarding the administrative hearing process. This also includes other DOL departments as well as from the driver's attorneys. She interprets information and applies her knowledge of applicable laws and the administrative requirements and procedures.

The overall scope of her duties and responsibilities with respect to her primary job duties are 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, implement resolutions, communicate results to customers, and maintain the integrity of data and information. The majority of Ms. Reinhold's duties and responsibilities are consistent with the scope of responsibility described by the typical work of the CSS 2 class.

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. Reinhold's position is to process hearing requests based on the interpretation of information and the language of the law and the agency's hearing process. 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. Reinhold'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:

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 PO Box 40911, Olympia, Washington, 98504-0911. The PRB Office is located on the 3rd floor of the Raad Building, 128 10th Avenue SW, Olympia, Washington. The main telephone number is (360) 407-4101, and the fax number is (360) 586-4694.

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

c: Marta Reinhold, DOL
Lisa Goldschmidt, WFSE
Brett Alongi, DOL
Lisa Skriletz, OFM

Enclosure: List of Exhibits

MARTA REINHOLD v DOL

ALLO-13-076

List of exhibits

A. Marta Reinhold Exhibits

1. Request for Director's Review, dated October 3, 2013 (3 pages)
2. Response to DOL Exhibit 4, incorporated by reference (3 pages)
3. Copy of DOL Exhibit 10, incorporated by reference
4. Position Description Form for Marta Reinhold's position, dated 11/2/2010 (3 pages)
5. Copy of Annual Performance Plan for Marta Reinhold, for the period September 1, 2013 to August 31, 2014 (3 pages)
6. Copy of Annual Performance Assessment for Marta Reinhold, for the period September 1, 2013 to August 31, 2014 (2 pages)
7. Position Statistics Log: January 1, 2013 through December 23, 2013 (4 pages)
8. Position Statistics Log: January 1, 2012 through December 31, 2013 (4 pages)
9. Screen shots of emails sent to regions (7 pages)
10. Screen shot of Non-DUI Results inbox: retrieving of final orders for processing (2 page)
11. Screen shot of emails to H13/ALJs requesting information on status of outstanding cases (2 page)
12. Emails to various HD/ALJs and managers: scheduling with specific FIE/ALJs, questions/information on specific cases, etc. (8 pages)
13. Copies of original correspondence (4 pages)
14. Copy of Habitual Traffic Offender – Training Manual, October 2013 (excerpt, 3 pages)

Exhibit submitted following the review conference

15. Final statement email from Marta Reinhold to Kris Brophy dated May 20, 2014

B. DOL Exhibits

1. Allocation Determination Letter from Shelby Krismer Harada to Marta Reinhold, dated September 12, 2013 (6 pages)
2. Position Review Request – Employee Portion for Marta Reinhold, dated October 11, 2012 (4 pages)
3. Position Review Request – Supervisor Portion, dated February 7, 2013 (2 pages)
4. Reallocation Request Supplemental Information, dated October 26, 2012 (3 pages)

5. Organization Chart, DOL, Hearing and Interviews HQ Unit (1 page)
6. Position Description Form for generic CCS 2 position dated March 4, 2011 (6 pages)
7. Copy of Annual Performance Plan for Marta Reinhold, dated November 27, 2012 (3 pages)
8. State HR Class Specification for Customer Service Specialist 2 (1 page)
9. State HR Class Specification for Customer Service Specialist 3 (1 page)
10. State HR Class Specification for Legal Secretary 1 (2 pages)
11. Copy of State HR, *Glossary of Classification Terms* (5 pages)

Exhibit submitted following the review conference

12. Final response email from Brett Alongi to Kris Brophy dated May 20, 2014.

C. Director's Exhibits

1. State HR Class Specification for Customer Service Specialist 1
2. State HR Class Specification for Customer Service Specialist 2
3. State HR Class Specification for Customer Service Specialist 3
4. State HR Class Specification for Legal Secretary 1