



STATE OF WASHINGTON

OFFICE OF FINANCIAL MANAGEMENT

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM

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September 30, 2015

TO: Connie Goff, PHR  
Rules and Appeals Program Manager

FROM: Kris Brophy  
Director's Review Program Investigator

SUBJECT: Wendy Gegenhuber v. Western Washington University (WWU)  
Allocation Review Request ALLO-14-047

**Director's Determination**

Ms. Gegenhuber's position remained allocated to the Program Support Supervisor 1 (PSS 1) class following a management-initiated position review request received by the WWU Human Resources (WWU HR) office from Ms. Gegenhuber's supervisor. As the Director's designee, I carefully considered all of the documentation in the file, including the exhibits presented during the Director's review conference and the verbal comments provided by both parties. Based on my review and analysis of Ms. Gegenhuber's assigned duties and responsibilities, I conclude her position is properly allocated to the PSS 1 class.

**Background**

By letter dated April 29, 2014, WWU HR received an updated job description from David Brunner, Registrar, requesting that Ms. Gegenhuber's Program Support Specialist 1 (PSS 1) position be reviewed due to a change in reporting structure for her position. Mr. Brunner is Ms. Gegenhuber's supervisor.

WWU HR notified Ms. Gegenhuber on June 13, 2014, that Ms. Gegenhuber's position was properly allocated to the PSS 1 class (Exhibit B-1).

On July 11, 2014, State HR received Ms. Gegenhuber's request for a Director's review of WWU's allocation determination (Exhibit A-1).

On May 27, 2015, I conducted a Director's review telephone conference. Present during the call were Wendy Gegenhuber; Elyse Maffeo, Council Representative, PSE; David Brunner, Registrar, WWU; Ann Beck, Assistant Director, Veterans Program, Danna Fritz, Class & Compensation Administrative Manager, WWU; Lea Aune, Assistant Director HR, WWU; and Emily Glasser, HR Intern, WWU.

Shortly into the discussion I made a decision to postpone the review conference in order to work with the parties to address issues regarding the scope of duties performed by Ms. Gegenhuber with respect to the timing of the management-initiated request.

On September 10, 2015 I conducted a second review telephone conference. Present for the call were Wendy Gegenhuber; Elyse Maffeo, Council Representative, PSE; Dan Peterson, Field Representative, PSE; Thomas Knoll, Assistant Attorney General, AGO; Ann Beck, Assistant Director, Veterans Program, WWU; and Lea Aune, Assistant Director HR; WWU.

### **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 class 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. Gegenhuber works in the Veteran Services (VS) department of the Registrar's Office at WWU. As indicated in exhibit B-2, VS serves and supports the student population of Veterans and eligible dependents of Veterans.

Ms. Gegenhuber oversees a variety of programmatic and administrative clerical activities in support of the VS program. Her position is responsible for assisting and advising current and prospective veterans, veteran dependents, and veteran families in attaining GI Bill educational benefits regarding applicable Department of Veterans Affairs (DVA) education or retraining programs.

Ms. Gegenhuber directs the day-to-day operation of VS activities, supervises the office's support staff and directs the office's veteran's benefits services functions, and performs other office administrative tasks.

Mr. Brunner submitted an updated job description of Ms. Gegenhuber's position as part of the position review request. Her duties and responsibilities are summarized in the job description for her position in exhibit B-2. The job description provided by Mr. Brunner describes her duties as follows:

45% **Duty:**

Certification of DVA benefits and affiliated waivers for qualified enrolled students

Tasks:

1. Accurate and time processing of all DVA benefits via appropriate DVA and other regulatory policies, procedures or guidelines (for example: WAVES, GoArmy, MYCAA, VA-ONCE).

2. Accurate and timely processing of affiliated waivers in accordance with state/university policy.
3. Calculate, coordinate returns, manage, reconcile, verify and assess student account balances with DVA benefits to ensure accurate tuition/fees and affiliated costs of attendance are balanced.
4. Review Banner certification reports, academic histories and current enrollment data to ensure DVA policy is followed in relationship to individual student program of study.
5. Reconcile DVA benefits at end of term per DVA policies and procedures.
6. Maintain through [sic] continued education and training opportunities specialized knowledge and skills for effective, accurate and efficient DVA processing.

15% **Major Duty:**

Maintain individualized Veteran/Dependent student records

Tasks:

1. Maintain with accuracy education, DVA benefits and affiliated waivers documentation.
2. Secure students records per FERPA and applicable DVA/state audit expectations.
3. Prepare student records and associated documentation as required for DVA, state or institutional audits.

15% **Major Duty:**

Supervision of Veteran Services student employees and VS student work study employees

Tasks:

1. Following programmatic objectives, recruits, hires, schedules and evaluates student employees.
2. Ensure student employees are trained in office communication protocols, security and support roles.
3. Ensure student employee timesheets accurately portray scheduled attendance and comply with student employee policies and procedures.

15% **Major Duty:**

General Office Oversight

Tasks:

1. Maintains equipment and office supply inventory.
2. Processes travel requests, authorizations, and reimbursements for Veteran Services staff.
3. Coordinates equipment/supply ordering with designated Registrar Office staff.
4. Ensures adequate staff coverage throughout business hours.

10% **Major Duty:**

Communication and Advisory Role

Tasks:

1. Utilize excellent communication skills with the ability to communicate effectively with students, faculty, staff and the general public about the broad range of available benefits and waivers.
2. Identify, resolve and respond to inquiries requiring critical thinking and substantive knowledge of WWU policies and procedures for students, faculty, staff, and the general public.
3. Troubleshoot issues and direct in-person, telephone and email inquiries to appropriate campus office, department or personnel.
4. Sensitively communicate and advise clients of various ages, diverse multicultural backgrounds, disability and military experience, who possess different awareness levels and experiences with higher education processes.
5. Maintain the ability to remain calm and defuse agitated situations in a fast-paced environment.

Mr. Gegenhuber provided input regarding her duties to WWU HR as part of the review process. In the determination, WWU HR provided the following description of duties as outlined by Ms. Gegenhuber:

50% **Duty:**

Certification of DVA benefits and affiliated waivers for qualified enrolled students

Tasks:

1. Counsel student veterans/dependents on benefits and entitlements provided under existing federal and state laws.

2. Provide orientation briefs to all incoming students using veteran's educational benefits.
3. Collect and maintain supporting documents required for filling and processing benefits and entitlements.
4. Ensure student veteran/dependent quarterly coursework is in compliance with the student's current degree program.
5. Coordinate priority registration.
6. Accurate and time processing of all DVA benefits via appropriate DVA and other regulatory policies, procedures or guidelines (for example: WAVES, GoArmy, MYCAA, VA-ONCE).
7. Accurate and timely processing of affiliated waivers in accordance with state/university policy.
8. Calculate, coordinate returns, manage, reconcile, verify and assess student account balances with DVA benefits to ensure accurate tuition/fees and affiliated costs of attendance are balanced.
9. Review Banner certification reports, academic histories and current enrollment and end of term F.Z and withdrawal reports to ensure DVA policy is followed in relationship to last day of attendance, making sure adjustments and amendments are certified to the DVA in a timely manner. Reconcile DVA benefits at end of term per DVA policies and procedures.
10. Maintain through [sic] continued education and training opportunities specialized knowledge and skills for effective, accurate and efficient DVA processing.
11. Utilize excellent communication skills with the ability to communicate effectively with students, faculty, staff and the general public about the broad range of available benefits and waivers.
12. Identify, resolve and respond to inquiries requiring critical thinking and substantive knowledge of WWU policies and procedures for students, faculty, staff, and the general public.
13. Troubleshoot issues and direct in-person, telephone and email inquiries to appropriate campus office, department or personnel.
14. Sensitively communicate and advise clients of various ages, diverse multicultural backgrounds, disability and military experience, who possess different awareness levels and experiences with higher education processes.
15. Maintain the ability to remain calm and defuse agitated situations in a fast-paced environment.

15% **Major Duty:**

Maintain individualized Veteran/Dependent student records

Tasks:

1. Maintain with accuracy education, DVA benefits and affiliated waivers documentation.
2. Secure students records per FERPA and applicable DVA/state audit expectations.
3. Prepare student records and associated documentation as required for DVA, state or institutional audits.

**33% Major Duty:**

Supervision of Veteran Services student employees and VA student work study employees

Tasks:

1. Recruit, hire, schedule and evaluate student employees.
2. Supervise and train affiliated VA federal/state work study students in office communication protocols, security and support roles.
3. Ensure student employee timesheets accurately portray scheduled attendance and comply with student employee policies and procedures.
4. Establish and maintain training program for federal VA work-study students and provide leadership and management in work-study responsibilities.
5. Ensures adequate staff coverage throughout business hours.

**2% Major Duty:**

General Office Oversight

Tasks:

1. Maintains equipment and office supply inventory.
2. Processes travel requests, authorizations, and reimbursements for Veterans Services staff.
3. Coordinates equipment/supply ordering with designated Registrar Office staff.

### **Summary of Ms. Gegenhuber's Perspective**

Ms. Gegenhuber asserts the scope and level of her responsibility for administering the VS program at WWU reaches management-level responsibility consistent with the Program Manager A class. Ms. Gegenhuber asserts the work she performs is highly specialized and that she achieves the goals and objectives of the program by providing, obtaining, and/or coordinating activities regarding the VS as they affect the institution.

Ms. Gegenhuber contends that she independently performs all administrative management functions for the VS office. She asserts she also works within the scope and context of federal

and State laws regarding veteran educational benefits to independently interpret and apply federal rules and regulations in order to advise and resolve issues for administrators, faculty, and public entities regarding DVA educational benefits.

Ms. Gegenhuber asserts she fully supervises the work of the staff in the office, formulates new policies and procedures related to administrative processes, and represents the program with internal staff and outside organizations such as the DVA. Ms. Gegenhuber asserts she has management-level responsibility for counseling student veterans and dependents on benefits and entitlements provided under federal and state laws. She also develops and provides orientation briefs, collects and maintains supporting documents required for filing, ensures that student quarterly coursework is in compliance, and coordinates priority registration at the beginning of each quarter.

In total, Ms. Gegenhuber asserts the overall scope and level of responsibility assigned to her position meets the requirements of the Program Manager A class.

### **Summary of WWU's Perspective**

WWU asserts Ms. Gegenhuber's position does not reach the Program Manager level of responsibility. WWU asserts this class describes positions which have a wide scope of complex duties and responsibilities in the management of a program. WWU believes Ms. Gegenhuber's position duties relate to a highly specialized program with a narrow scope of duties and responsibilities.

WWU asserts Ms. Gegenhuber's position does not meet the intent of the Program Support Supervisor 2 class as she is not responsible for, nor does she assist with, development of policies and budgets for the VS program. WWU asserts the majority of Ms. Gegenhuber's duties are performed at the PSS 1 level and her position is properly allocated to that class.

### **Comparison of Duties to Class Specifications**

When comparing the assignment of work and level of responsibility to the available class specifications, the class series concept (if one exists) followed by definition and distinguishing characteristics are primary considerations. While examples of typical work identified in a class specification do not form the basis for an allocation, they lend support to the work envisioned within a classification.

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

### **Comparison of duties to Veterans Benefits Specialist 2**

The Definition for this class states:

Independently assists veterans and their families in the development and review of the most complex claims and performs outreach activities for respective field office; may present appeals to the Federal Department of Veterans Affairs; or manages a caseload of veterans under the Veterans Estate Management Program (VEMP).

**The Distinguishing Characteristics for this class state:**

Positions at this level perform at least two of the following activities:

1. develop, review and perform case management for complex claims such as post traumatic stress disorder, exposure to agent orange, discharge upgrade, and/or Ex-POW related claims, all of which require extensive medical documentation and personal history;
2. at least 20% of the time, perform the full range of outreach activities which can consist of providing training to agency staff/contracted claims staff and provide information/assistance to veterans and their family members in remote or temporary settings or outreach visitation for the purpose of assessing clients social needs and ensure the case plan is being followed;
3. at least 15% of the time conduct intensive inter-agency coordination with local, State and Federal agencies as well as give presentations to community based organizations regarding Federal or State programs and benefits; or,
4. In accordance with RCW 73.04.130, 131, 135 and 140 manages the estate of any incapacitated veteran or incapacitated veterans' dependent under the VEMP.

Ms. Gegenhuber's duties and responsibilities fit within the broader scope and context of this class of assisting Veterans and dependents. Ms. Gegenhuber independently assists Veterans and eligible dependents of Veterans to apply for benefits to support their participation in applicable VA education or retraining programs within a college setting. However, Ms. Gegenhuber's position does not meet the intent and primary allocating factors of this class of developing and reviewing complex claims and performing outreach activities for a field office; nor does she present appeals to the Federal Department of Veterans Affairs, or manage a caseload of veterans under the Veterans Estate Management Program (VEMP).

For these reasons Ms. Gegenhuber's position should not be reallocated to the Veterans Benefit Specialist 2 class.

**Comparison of Duties to the Program Series**

The State HR *Glossary of Classification Terms* defines a program as:

A specialized area with specific complex components and tasks that distinguish it from other programs (or the main body of an organization). A program is specific to a particular subject and has a specific mission, goals, and objectives. A program typically has an identifiable funding source and separate budget code.

The specific components and specialized tasks involve interpretation of policies, procedures and regulations, budget coordination/administration, and independent functioning. Typically requires public contact relating specifically to program subject matter, clients, and participants.

Duties are not of a general support nature transferable from one program to another. Performance of clerical duties is in support of an incumbent's

performance of specialized tasks. Independent performance of these duties usually requires at least a six-month training period.

The services provided by the Veteran Services Office at WWU meets the definition of a program. The office's policies, procedures and activities are distinct and not transferable to other departments or services at WWU. Ms. Gegenhuber's position should be allocated to a class within the Program series.

### **Comparison of Duties to Program Manager A.**

The Definition for the Program Manager A class states: "[s]upervises a division of a major administrative department, operating unit or program undertaking relieving the senior official of operating and administrative detail. Plans, coordinates and implements all functions required by the activity."

The Distinguishing Characteristics of the Program Manager A classification state:

Program Managers administer, supervise, direct and advise on activities involved in providing an essential management service within the institution. They are responsible for advising and assisting, with minimal direction, the senior official and other administrators in the organization on matters pertaining to the program. The primary purpose of these positions is to achieve the goals and objectives of the program by providing, obtaining, and/or coordinating activities as they affect the institution.

Positions in this class involve a wide scope of complex duties and responsibilities in the management of a program which may involve a combination of two or more of the following services: Project management, funds management, contract administration, management analysis, property management, space management, program management, budget planning, public information, faculty, administrative, classified staff and student services administration, personnel administration, and staff supervision.

Program Managers exercise independent judgment, and have been delegated decision-making authority. Program manager at the "A" level are typically first-line supervisors, and are characterized by their total responsibility for a program or management services to an administrative supervisor.

The State HR *Glossary of Classification Terms* provides further guidance on the level and scope of work performed by Program Managers. The Glossary defines the duties of a **Program Manager** involve authority over:

- Development of program goals and objectives
- Development of timetables and work plans to achieve program goals and objectives
- Development of program policies and procedures
- Preparation of program budgets, adjustments of allotments and authorizing expenditures
- Controlling allocation of program resources
- Setting and adjusting program priorities
- Evaluating program effectiveness

Ms. Gegenhuber's position does not exercise the scope or breadth of authority anticipated by the Definition and Distinguishing Characteristics of the Program Manager A class.

Ms. Gegenhuber is responsible for supervising staff and directing the daily VS office operations at the University. However, the size and scope of this program, and the level of her responsibility for coordinating these program activities does not reach management-level responsibility for supervising a division of a major administrative department, operating unit or program undertaking as stated in the definition of this class.

Program Managers administer, supervise, direct and advise on activities involved in providing an essential management service within the institution. They are responsible for advising and assisting, with minimal direction, the senior official and other administrators in the organization on matters pertaining to the program. The primary purpose of these positions is to achieve the goals and objectives of the program by providing, obtaining, and/or coordinating activities as they affect the institution. The scope of Ms. Gegenhuber's position does not reach this level of responsibility.

For example, Ms. Gegenhuber does not have management-level responsibility for planning, coordinating and implementing all functions required by the VS program. This responsibility rests with her supervisor who retains overall authority for managing the VS program.

In addition, the latitude for setting program goals for the VS program is limited. Program goals are established at the federal level by the DVA. Ms. Gegenhuber monitors program activities but does not have the latitude to independently establish and adjust program priorities or evaluate program effectiveness at the level of a Program Manager.

Further, Ms. Gegenhuber does not have responsibility for administering two or more of the following services as required: funds management, contract administration, management analysis, property management, space management, program management, budget planning, public information, faculty, staff and student services administration, personnel administration, or staff supervision. Ms. Gegenhuber does not have responsibility for planning, developing or controlling the departmental budget, nor does she have the authority to make changes to the budget.

In addition, Ms. Gegenhuber does not develop program-level policies and procedures but rather develops office administration processes and procedures within the specific operating parameters established by the DVA. Ms. Gegenhuber supervises student employees but has limited authority for matters pertaining to the personnel administration of her work unit.

In total, Ms. Gegenhuber's position does not rise to the level of responsibility required and her position should not be allocated to the Program Manager A class.

### **Comparison of Duties to Program Specialist 3**

The definition for the Program Specialist 3 class states, in part, as follows:

Positions at this level work under general direction and typically have organization-wide program responsibility. For programs with statewide impact, incumbents are specialists who manage one component or assist higher levels in two or more components of the program . . . . Program components are comprised of specialized tasks . . . within a specialty program. Incumbents assist higher-level staff by coordinating all aspects of program services, providing

technical assistance and specialized, consultation to program participants, staff and outside entities, and recommending resolution for complex problems and issues related to the program specialty. Incumbents assess program participants' needs and develop specialized services and unique training unique and are responsive to the needs of participants.

This class is intended to describe positions which typically have organization-wide responsibility for managing one component, or assisting higher levels in managing two or more components of large state-wide programs. The overall scope of Ms. Gegenhuber's program responsibilities with respect to the VS program do not reach this class level.

Ms. Gegenhuber does not have organization-wide responsibility for the VS program as required. Mr. Brunnemer retains overall authority for the VS program for the University. Ms. Gegenhuber does not have the latitude to independently establish and adjust program priorities or evaluate program effectiveness at the level intended by this class. Her tasks involve coordinating generally recurring VS activities, as well as directly working with students, staff, faculty, and program administrators, rather than having organization-wide, program-level responsibility. Additionally, program goals are established at the federal level by the DVA. Program priorities are fixed and cannot be adjusted by the University. Ms. Gegenhuber supervises assigned student staff and makes decisions within established federal guidelines and requirements.

The Program Specialist 3 class describes examples of work that may apply to her position such as working with program participants, resolving conflicts, and assisting higher-level staff. However, when considering the allocating factors in the class definition including the size and scope of the designated program, the scope of responsibility over the program, the level of supervision and decision-making, there are other classes which provide a better fit for her position.

For these reasons Ms. Gegenhuber's position should not be allocated to the Program Specialist 3 class.

### **Comparison of Duties to Program Support Supervisor 2 (PSS 2)**

The Definition for the PSS 2 class states:

*Supervise program support staff involved in the performance of duties associated with a highly specialized or technical program(s) and assist in the development of program policies and budgets. Act as liaison between the program and outside organizations. [Emphasis added]*

### **The Distinguishing Characteristics for this class state:**

With delegated authority, interview and recommend selection of applicants, train new employees, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary action.

Under general direction, perform work using knowledge and experience specific to the program. *Assist in planning, implementing, and evaluating policies; devise and implement new procedures; develop information to support budgetary requests and project income and expenditures. [Emphasis added]*

Positions at this level have independent responsibility for planning, organizing, directing and coordinating program operations. Incumbents coordinate services and resources, assess program needs, and develop courses of action to carry out program functions and activities.

Although a portion of Ms. Gegenhuber's duties reach certain aspects of this class, as a whole, her position does not fully meet the level of responsibility required by the Definition and Distinguishing Characteristics.

For example, Ms. Gegenhuber supervises student employee staff. Ms. Gegenhuber also has responsibility for assisting in the development of program policies at the level anticipated by this class. This includes providing input to her supervisor regarding the administrative procedural aspects of making operational changes due to federal legislation or other federal administrative changes. While the latitude for setting program goals for the VS program is limited, she does make recommendations to her supervisor regarding potential changes to veterans' benefit services federal reporting or other administrative requirements.

Positions at the PSS 2 level also act as the program's primary representative and resource. They serve as a liaison and provide consultation to program participants and outside entities regarding the functions and content of the program. Incumbents contact program participants and outside entities extensively and resolve problems. Ms. Gegenhuber's position reaches this level of responsibility. Ms. Gegenhuber serves as the veterans' services resource and contact for internal faculty and staff and outside agencies regarding all VS program activities and functions. These duties reach the scope and level of responsibility of serving as the initial primary representative and resource to the program for others on campus.

However, her position does not assist in the development of the department's program budget as required. Ms. Gegenhuber's position does not have responsibility for developing and preparing budget proposal information. This scope of her position does not reach developing information to support budgetary requests as stated in the Distinguishing Characteristics of this class.

In total, the scope of Ms. Gegenhuber's responsibility for directing the VS department's functions and activities does not fully reach all of the PSS 2 level of responsibility for planning, organizing, directing and coordinating program operations; assisting in the development of program policies and budgets; developing information to support budgetary requests and project income and expenditures; acting as the liaison between the program and outside organizations; and developing courses of action to carry out program functions and activities.

For these reasons Ms. Gegenhuber's position should not be reallocated to the PSS 2 class.

### **Comparison of Duties to Program Support Supervisor 1 (PSS 1)**

The Definition for the PSS 1 classification states:

Supervise support staff involved in the performance of duties associated with a highly specialized or technical program(s). Coordinate the operation of a specialized or technical program(s). Act as liaison between the program and outside organizations.

The Distinguishing Characteristics for the Program Support Supervisor 1 classification state:

With delegated authority, interview and recommend selection of applicants, train new employees, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary action.

Under general direction, perform work using knowledge and experience specific to the program. Devise and implement new procedures and exercise independent judgment in interpreting and applying rules and regulations. Independently advise students, staff, program participants and/or the public regarding program content, policies, procedures and activities; select/recommend alternative courses of action; and either:

- Project, monitor, maintain, initiate and/or approve expenditures on program budgets

OR

- Have extensive involvement with students, staff, the public and/or agencies in carrying out program activities, and coordinate, schedule and monitor program activities to determine consistency with program goals.

The overall scope and level of responsibility of Ms. Gegenhuber's position more closely aligns with the Definition and Distinguishing Characteristics of this class. As stated in the definition, she supervises support staff involved in the performance of duties associated with a highly specialized or technical program. She coordinates all operations and acts as the primary liaison between the program and outside organizations.

For example, Ms. Gegenhuber independently directs and coordinates all daily operational program activities. This includes responsibility for counseling student veterans and dependents on benefits and entitlements provided under federal and state laws. She also develops and provides orientation briefs, collects and maintains supporting documents required for filing, ensures that student quarterly coursework is in compliance, and coordinates priority registration at the beginning of each quarter.

Ms. Gegenhuber tracks, monitors and maintains student veteran records and information. She prepares student records and documentation as required by the DVA and others. This includes administering the program's administrative clerical reporting processes to ensure proper completion and reporting of student veteran's information to the DVA and to oversee the department's student reporting procedures for faculty and staff related to the program's educational activities. Ms. Gegenhuber provides data and information; however, she does not have higher-level responsibility for assessing program needs and developing courses of action to carry out the program's functions and activities.

Ms. Gegenhuber also assists in the development and improvement of office administrative procedures and processes.

In *Salsberry v. Washington State Parks and Recreation Commission*, PRB Case No. R-ALLO-06-013 (2007), the Personnel Resources Board addressed the concept of *best fit*. The Board referenced *Allegrì v. Washington State University*, PAB Case No. ALLO-96-0026 (1998), in which the Personnel Appeals Board noted that while the appellant's duties and responsibilities did not encompass the full breadth of the duties and responsibilities described by the

classification to which his position was allocated, on a best fit basis, the classification best described the level, scope and diversity of the overall duties and responsibilities of his position.

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).

Ms. Gegenhuber's level of responsibility and decision making authority, as well as her responsibility for planning, coordinating administering daily office operations and reporting functions for the VS meet the PSS 1 classification. As a whole, this class is a better fit for her position.

Ms. Gegenhuber's position should remain allocated to the Program Support Supervisor 1 class.

### **Appeal Rights**

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

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: Wendy Gegenhuber, WWU  
Elyse Maffeo, PSE  
Lea Aune, WWU

Enclosure: List of Exhibits

**WENDY GEGENHUBER v WWU**  
**ALLO-14-076**

List of Exhibits

**A. Wendy Gegenhuber Exhibits**

1. Request for Director's Review p.1
2. Job Description for Wendy Gegenhuber p.12
3. School Responsibilities for Veteran's Affairs Certifying Official p.16
4. Handbook Excerpts "School and Student Responsibilities" p.18
5. Post 9/11 GI Bill: School Responsibilities p.109
6. VA Fact Sheet for GI Bill, GI Bill Exception and Vocational Rehabilitation
7. and Employment for Current Contractors p.112
8. Email to School Certifying Officials p.115
9. Memorandum of Understanding Form for Agreement Between
10. Department of Veteran's Affairs and the University p.117
11. Position Questionnaire for Wendy Gegenhuber 6/15/2011 p.121
12. Department Organization Chart Prior to July 2014 p.151

**B. WWU Exhibits**

1. Report of Position Review
2. Supervisor's request for review
3. Department Organizational Chart
4. Program Support Supervisor 1
5. Program Support Supervisor 2
6. Program Manager A
7. May 6, 2014 email – meeting request
8. May 15, 2014 email – Re: Wendy Gegenhuber Job Descriptions concerns
9. May 22, 2014 – Position Review process
10. Additional position description information provided by Wendy Gegenhuber
11. June 4, 2014 email – Draft Position Review Summary for Wendy Gegenhuber
12. Additional position description information provided by Wendy Gegenhuber June 12, 2014
13. November 11, 2011 Report of Position Review

**C. Class Specifications**

1. Class Specification for Program Support Supervisor 1
2. Class Specification for Program Support Supervisor 2
3. Class Specification for Program Manager A

4. Class Specification for Veterans Benefits Specialist 2