



STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT
STATE HUMAN RESOURCES | DIRECTOR'S REVIEW PROGRAM
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June 29, 2015

TO: Connie Goff,
Director's Review Program Manager

FROM: Kris Brophy,
Director's Review Program Investigator

SUBJECT: Michael Reyna v. Wenatchee Valley College (WVC)
Allocation Review Request (ALLO-14-101)

Director's Determination

This position review was based on the work performed for the six-month period prior to July 22, 2014, the date WVC Human Resources (WVC HR) received Mr. Reyna'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 verbal comments provided by both parties during the review telephone conference. Based on my review and analysis of Mr. Reyna's assigned duties and responsibilities, I conclude his position is properly allocated to the Copy Center Lead A (CCL A) classification.

Background

On July 22, 2014, WVC HR received Mr. Reyna's Position Review Request (PRR), asking that his position be reallocated from CCL A to Printing and Duplicating Supervisor (PDS) classification. (Exhibit B-2)

By letter dated September 15, 2014, WVC HR notified Mr. Reyna that his position was properly allocated to the CCL A class (Exhibit B-1).

On October 13, 2014, State Human Resources received Mr. Reyna's request for a Director's review of WVC's allocation determination (Exhibit A-1). In his letter, Mr. Reyna requested that his position should be reviewed for reallocation to the Printing Stockroom Supervisor (PSS) classification.

On June 3, 2015, I conducted a Director's review conference with Mr. Reyna; Steve Sloniker, Staff Representative, WPEA; Gary Vandergrift, Manager of Auxiliary Services, WVC; and Tim Marker, HR Consultant, WVC.

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:

Organizational Structure

Mr. Reyna works in the WVC Service Center located on the WVC campus. His immediate supervisor is Gary Vandergrift, Manager of Auxiliary Services; who in turn reports to Suzie Benson, Vice President of Administrative Services.

Position Purpose

Mr. Reyna's position provides copy and duplication services for faculty and staff on the WVC and Omak campuses. His position is responsible for coordinating requests for printing services and maintaining records and supplies. He maintains inventory, calculates billing, resolves complaints and oversees daily operations.

Major Job Duties

In the PRR (exhibit B-2), Mr. Reyna describes his major job duties as follows:

50% Duty:

Act as supervisor for Service Center employee and the Service Center department.

Tasks:

Supervise printing and office assistant engaged in printing services; coordinate requests for printing services; maintain records and supplies.

Interpret and ensure compliance with organizational rules, policies, and procedures; evaluate and make authorized decisions regarding situations requiring deviation or exception from normal procedures; implement, write, and maintain daily procedures.

Establish job schedules and make final production decisions; ensures quality control; resolve job related problems with customers.

Develop and implement policies.

Resolve routine and complex operating problems, service complaints, personnel or labor relations problems.

Train employee on equipment operations for back up and in case of my absence and schedule work.

Maintain production and inventory records; calculate billing for supplies and services provided. Adjust pricing when necessary.

Be on-call when on vacation and/or sick if problem or questions arise.

Responsible for the opening and closing of the Service Center on a daily basis.

20% **Duty:**

Copying/Printing for the College.

Tasks:

Help design and configure departmental and instructors printing projects.

- Resolve and maintain production requirements and deadline
- Operation of equipment
 - Check performance of equipment
 - Perform regular diagnostic and maintenance tasks

20% **Duty:**

Procurement

Tasks:

Directly working with vendors for supplies and outsource printing.

- Organize storage of printing stock and filling of stock orders for all printing operation

5% **Duty:**

Sign Making for College

Tasks:

- Operate laser engraver and vinyl cutter to produce name plates, door signs and vehicle lettering.
 - Operate EngraveLab Pro software for sign making equipment

5% **Duty:**

Forklift Operation

Tasks:

- Operate forklift to retrieve supplies from shipping and receiving to my work area.
 - Occasional operating for instructors and departments
 - Delivering pallets of paper for IT department and first floor departments
 - Unloading show items for Robert Graves Gallery

Supervisor's Comments

Mr. Reyna's supervisor is Gary Vandergrift, Manager of Auxiliary Services. Mr. Vandergrift completed the Supervisor Portion of the PRR, and disagrees with a portion of Mr. Reyna's description of his assigned duties and responsibilities. Mr. Vandergrift indicates that Mr. Reyna has lead rather than supervisory responsibility in his position. He states that Mr. Reyna does not participate in annual performance evaluations, resolve grievances, or take corrective action.

He indicates that Mr. Reyna has decision making authority with respect to inventory control, maintaining equipment, and training and directing his co-worker's work.

Summary of Mr. Reyna's Perspective

Mr. Reyna asserts his position has higher level responsibility based on the following points:

- Supervising printing and other employees engaged in printing services.
- Coordinating requests for printing services and maintaining records and supplies.

In total, Mr. Reyna contends the Printing and Duplication Supervisor class or the Printing Stock Room Supervisor class is the most appropriate classification for his position.

Summary of WVC's Perspective

WVC asserts Mr. Reyna's position does not meet the intent of the PDS class on the basis that he does not have supervisory responsibility, and that WVC Service Center does not have offset reproduction or offset duplicating/typesetting equipment.

Similarly, WVC contends Mr. Reyna's position does not meet the Printing Stockroom Supervisor class by not supervising staff and by not performing inventory, ordering, receipt of materials and shipping of products as well as the storage of printing stock and the filling of stock orders for press operations.

WVC believes the scope of his work, and the majority of his duties as a whole, fall well within the CCL A class which addresses his responsibility for conducting and overseeing copying services, maintenance of copying equipment and instructing and checking the work of other. In addition the CCL A class is the most appropriate based on the Service Center producing an average of 200,000 copies per month.

In total, WVC states the scope of Mr. Reyna's position is properly allocated to the CCL A 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.

Comparison of Duties to Printing and Duplication Supervisor (PDS)

The Definition for this class states:

Supervise printing and duplication specialists and/or other staff engaged in duplicating services; coordinate requests for duplicating services; maintain records and supplies.

The State HR Glossary of Classification terms defines **supervisor** as follows:

An employee who is assigned responsibility by management to participate in all of the following functions with respect to their subordinate employees:

- Selecting staff
- Training and development
- Planning and assignment of work
- Evaluating performance
- Resolving grievances
- Taking corrective action

Participation in these functions is not routine and requires the exercise of individual judgment.

The PRB has provided guidance on the definition of supervision. The PRB determined that “[s]upervision of an organization typically includes setting organizational goals, developing plans to meet goals and objectives, developing policies and procedures, preparing budgets, adjusting and authorizing expenditures, controlling the allocation of program resources, and the supervision of staff.” *Dawson v. South Puget Sound Community College*, PRB Case No. R-ALLO-08-001 (2008).

In *Dawson*, the Appellant argued that he performed supervisory responsibilities for contract, part-time and work-study staff. However, the PRB determined his position provided “on-the-job work instruction” but did not “perform training and development at a level expected of a supervisor.” While the PRB concluded the Appellant had oversight of the daily work, provided feedback, and responded to service complaints related to the service provided, he did not conduct formal performance evaluations or adjust formal grievances. As a result, the PRB determined the Appellant’s position was properly allocated to a lead classification.

Therefore, in order to meet the definition of supervisor, an incumbent must have full supervisory responsibility.

Mr. Reyna's position does not meet the primary allocating requirements of this class of serving in a supervisory capacity, nor does he supervise Printing and Duplication Specialists *and* others engaged in duplicating services.

First, Mr. Reyna's position does not have supervisory responsibility as required. His position does not have responsibility for conduct formal performance evaluations, adjusting formal grievances, or taking corrective action. Mr. Reyna provides work direction and feedback to his co-worker, and he responds to service related issues and concerns. His position therefore aligns more appropriately with lead level responsibility, which includes oversight responsibility for the daily copy and duplication services at the Service Center for faculty and staff.

Second, the PDS class requires supervisory responsibility over Printing and Duplication Specialists engaged in performing technical tasks operating offset duplicating, or bindery machines. The WVC Service Center does not have this scope of operations. The Service Center does not have offset duplication or bindery equipment, nor are there Printing and Duplication Specialists performing those functions.

In total, Mr. Reyna's position does not meet the primary allocating requirements of this class. His position should not be reallocated to the PDS class.

Comparison of Duties to the Printing Stockroom Supervisor (PSS)

The Definition for the Printing Stockroom Supervisor states:

Responsible for the inventory, ordering, and storage of printing stock and the filling of stock orders for all press operations.

In addition, because this class does not contain distinguishing characteristics, we can look to the typical work statements for guidance regarding examples of work performed at this level:

Supervise the storage and replacement of paper stock;

Plan work for pamphlet bindery and supervise maintenance of work schedules; supervise adjustment and setting up of machines involved;

Serve as a working supervisor operating folding machine, paper cutters, stitchers, and drills;

Supervise the cutting of paper stock for use in the press room and trim and cut finished press work;

Perform any duties of Printing Stockroom Worker;

The scope of Mr. Reyna's position does not reach the primary allocating requirements of this class of serving in a supervisory position and performing printing stockroom functions for a printing press operation.

For example, Mr. Reyna indicates in the PRR that he spends approximately 5% of his time operating a forklift to retrieve copy paper and related supplies from shipping and receiving and move them to his work area. However, this is a minor portion of his work and does not constitute the focus of his position. Further, Mr. Reyna does not perform other printing stockroom functions within a printing press operation such as serving as a working supervisor operating folding machines, paper cutters, stitchers and drills. He does supervise the cutting of paper stock for use in the press room and trimming and cutting finished press work.

In total, the Mr. Reyna's position does not directly align with the focus or intent of the Printing Stockroom Supervisor and his position should not be reallocated to that class.

Comparison of Duties to the Copy Center Lead A (CCL A)

The Definition for this class states:

Provide copy service through the coordination of activities at assigned copy center(s).

The Distinguishing Characteristics for this class state:

Under general direction, responsible for daily operations of assigned copy center(s) each producing 200,000 or more copies per month. Receive, prioritize and process work orders; resolve production conflicts; maintain production and cash sales records; prepare materials for billings and perform routine equipment maintenance. Regularly assign, instruct and check the work of others; assist in performance evaluation of others.

A level - Coordinate daily operations of a single copy center.

This class closely describes the primary focus of Mr. Reyna's position which is to coordinate the activities of the Service Center's copy service functions and activities.

For example, as stated in the Distinguishing Characteristics, Mr. Reyna receives, prioritizes and processes work orders, resolves conflicts, maintains production and cash sales records, and prepares materials for billing. He also leads the work of assigned copy center staff.

In addition, the majority of his duties are also consistent with the scope of work performed by this class. His duties include receiving and evaluating work orders to establish and assign job priorities. He works with clients and staff to meet production requirements and deadlines. He maintains work records and prepares reports. His position also had responsibility for ordering supplies and receiving and maintaining copy machine paper inventory.

Mr. Reyna exercises independent judgment to coordinate and oversee the operation of photocopy and related equipment which produce approximately 200,000 copies per month. The scope of the Service Center's operations falls accurately within the scope anticipated at the CCL A level 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, this class accurately describes the focus of his position and the scope and level of responsibility he has in performing his assigned tasks. For these reasons, Mr. Reyna's position should remain allocated to the CCL A 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: Michael Reyna, WVC
Steve Sloniker, WPEA
Tim Marker, WVC

Enclosure: List of Exhibits

MICHAEL REYNA v WENATCHEE VALLEY COLLEGE

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List of Exhibits

A. Michael Reyna Exhibits

1. Position Allocation Determination
2. Position Review Request
3. Email Correspondence
4. Order Total Sheets
5. Sample Work Order
6. Paper Prices
7. Product Examples
8. Paper Inventory Sheets

B. WVCC Exhibits

Cover letter from Tim Marker to Karen Wilcox dated November 18, 2014 enclosing the following exhibits:

1. Mr. Reyna's allocation determination letter dated September 15, 2014.
2. Position review request employee portion received July 22, 2014.
3. Position review request supervisor portion received August 27, 2014.
4. Desk audit questions and answers from September 10, 2014 meeting.
5. Email response from Seattle Community College regarding copy/printing center staffing.
6. Email response from Peninsula College regarding copy/printing center staffing.
7. Email response from Highline College regarding copy/printing center staffing.
8. Email response from Yakima Valley College regarding copy/printing center staffing.
9. Email response from Tacoma Community College regarding copy/printing center staffing.
10. Email response from Lake Washington Technical regarding copy/printing center staffing.
11. Email response from Big Bend Community College regarding copy/printing center staffing.
12. Email response from Everett Community College regarding copy/printing center staffing.
13. Email response from Pierce College District regarding copy/printing center staffing.

14. Email response from Shoreline Community College regarding copy/printing center staffing.
15. Email response from Lower Columbia College regarding copy/printing center staffing.
16. Email response from Columbia Basin College regarding copy/printing center staffing.
17. State HR Printing and Duplication Specialist 1 class specification, 205E
18. State HR Printing and Duplication Specialist 2 class specification, 205F.
19. State HR Printing and Duplication Specialist 3 class specification, 205G.
20. State HR Printing and Duplication Specialist Supervisor class specification, 205I.
21. Mr. Reyna's request for a director's review.
22. State HR Printing Stockroom Supervisor class specification, 207J.
23. State HR Copy Center Lead A class specification, 206L
24. State HR Digital Printing Operator Lead class specification, 206I.
25. Classified employees by job classification for the community and technical college system as of fall 2013.
26. Classified employees by job classification for the community and technical college system as of summer 2014.
27. Mr. Reyna's position description (in this case position announcement).
28. Organizational chart.