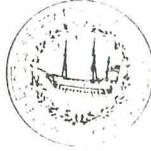


State of New Hampshire

PERSONNEL APPEALS BOARD
Edward J. Haseltine, Chairman
Gerald Allard
Loretta Platt



EXECUTIVE SECRETARY
Mary Ann Steele

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1986-0000

APPEAL OF JEANNETTE (NEWMAN) HAMILTON AND ANNE MAY

March 14, 1988

On Tuesday, February 9, 1988, the Personnel Appeals Board, Commissioners Cushman and Platt sitting, heard the classification appeal of Jeannette Newman and Anne May, employees of the Department of Education. The appellants, who were represented by SEA Field Representative Jean Chellis, were appealing the Division of Personnel's decision denying a request to reclassify their positions to Data Control Clerk II, salary grade 9. At the time of the decision, June 16, 1987, and reconsideration response, August 28, 1987, Ms. Newman's position was classified as Clerk III, salary grade 7. Ms. May's position was classified as a Word Processor Operator I, salary grade 8. Edward J. McCann, Classification and Compensation Administrator, appeared on behalf of the Division of Personnel.

Both parties submitted written arguments for the Board's review prior to the hearing. John Flannery, Disability Unit/Quality Assurance Supervisor, testified on the appellants' behalf.

Mr. Flannery testified that both appellants hold very responsible positions which have direct impact on the client population served. He argued that their ability to process the work accurately and expeditiously affected proper payment determination on 6,000 - 8,000 Social Security disability claims processed by the DDU annually.

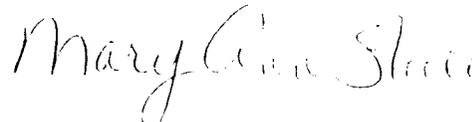
In their written submission the appellants argued that Claims Processor I, as recommended for both positions by the Division of Personnel., "is inappropriate because it describes duties involving the processing of health care provider input claim forms to the data entry unit. The appellants do not process health care provider claim forms. Rather, they work with a variety of disability claims received by the Disability Determination Unit of Vocational-Rehabilitation." The appellants then described the process they use in handling "Case receipts" and "Clearance actions," stating that appellants' work as described was "more complicated than those outlined in the Claims Processor I specification..." The appellants agreed however, that their positions "do not supervise Data Entry Operators, give assistance to Computer Programmers and Systems Analysts, and train subordinate personnel." The Board therefore concluded that the positions could not reasonably be reclassified to Data Control Clerk II. The appellants then suggested that the Board "establish a new job title with an assigned labor grade of 9."

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The Board reviewed the existing point spreads for the classifications of Word Processor Operator I, Clerk III, Claims Processor I and the "Proposed New Title" suggested by the appellants. Upon review of the position responsibilities as described by the appellants in their written submission and the Classification Questionnaire completed by Ann May (SEA Appendix H), the Board found the point spread for the classification Claims Processor I most appropriate. The Board concurs with both the appellants and the Division of Personnel that the duties described in the Claims Processor I specification are not precisely those performed by the appellants. The Board found, however, that the Claims Processor I specification can be modified to reflect the variety of duties performed by the appellants.

Based upon the foregoing, the appeals of Jeannette Newman and Ann May are denied.

FOR THE PERSONNEL APPEALS BOARD



Mary Ann Steele
Executive Secretary

cc: Jean Chellis,
SEA Field Representative
Charles Marston,
Deputy Commissioner of Education
Virginia A. Vogel
Director of Personnel