

**BEFORE THE PERSONNEL RESOURCES BOARD  
STATE OF WASHINGTON**

ESSIE CROWDER,

Appellant,

vs.

EMPLOYMENT SECURITY DEPARTMENT,

Respondent.

CASE NO. R-ALLO-07-006

ORDER OF THE BOARD  
FOLLOWING HEARING ON  
EXCEPTIONS TO THE  
DETERMINATION OF THE DIRECTOR

**Hearing on Exceptions.** This appeal came on for hearing before the Personnel Resources Board, LARRY GOODMAN, Chair; LAURA ANDERSON, Vice Chair; and MARSHA TADANO LONG, Member, on Appellant's exceptions to the director's determination dated April 12, 2007. The hearing was held at the office of the Personnel Resources Board in Olympia, Washington, on August 9, 2007.

**Appearances.** Appellant Essie Crowder was present and was represented by Desiree Desselle, Senior Field Representative with the Washington Federation of State Employees. Employment Security Department (ESD) was represented by Russell Widders, Human Resource Consultant.

**Background.** Appellant's position was allocated to the Worksource Specialist 2 classification. On April 21, 2006, she submitted a Position Review Request to ESD's Human Resource Department requesting that her position be reallocated to the Worksource Specialist 3 classification.

By letter dated April 25, 2006, Russell Widders, Human Resource Consultant for ESD, denied Appellant's request. On May 12, 2006, Appellant filed a review request with the director of the Department of Personnel (DOP). On November 14, 2006, Teresa Parsons, the director's designee, conducted a review of Appellant's request. By letter dated April 12, 2007, Ms. Parsons determined that Appellant's position was properly allocated to the Worksource Specialist 2 level.

1 On May 11, 2007, Appellant filed exceptions to the director's determination. Appellant's exceptions  
2 are the subject of this proceeding.

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4 Appellant provides core and intensive services to WorkSource customers. With the exception of  
5 disabled veterans, she is the primary Worksource Specialist who provides assistance to disabled  
6 customers. She occasionally provides services to disabled veterans when they are referred to her  
7 from other Worksource Specialists. Appellant works with customers seeking jobs, including  
8 disabled customers, to prepare the customers for employment, to identify potential jobs and make  
9 referrals to employers and community organizations, and to make sure the customers receive the  
10 assistance needed to help them be successful in the job market including needed accommodations  
11 and adaptive equipment. Appellant provides outreach services such as working with prospective  
12 employers to establish jobs, assuring that the employer can provide the type of accommodation and  
13 equipment needed to employ a disabled worker, and contacting community organizations who may  
14 be sources of additional assistance for WorkSource customers.

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16 **Summary of Appellant's Arguments.** Appellant argues that a majority of her work fits within the  
17 Worksource Specialist 3 classification. Appellant asserts that she spends a majority of her time  
18 independently providing professional level, intensive one-on-one services to disabled clients  
19 including performing job readiness assessments, providing orientation to available services, making  
20 referrals to other agencies and organizations, identifying needed accommodations including adaptive  
21 equipment, and performing outreach to prospective employers and community organizations.

22  
23 **Summary of Respondent's Arguments.** Respondent acknowledges that some of the services  
24 Appellant provides to disabled customers are intensive services found at the Worksource Specialist 3  
25 level. However, Respondent contends that those duties and responsibilities are not the majority of  
26 the work she performs. Respondent also acknowledges that providing assistance to disabled  
27 customers can be difficult, but contends that even though the customer may require specialized  
28 assistance, the services provided are still core services found at the Worksource Specialist 2 level.

Respondent further contends that Appellant spends a majority of her time working the reception desk, providing core services, and covering the resource center all of which are Worksource Specialist 2 duties.

**Primary Issue.** Whether the director's determination that Appellant's position is properly allocated to the Worksource Specialist 2 classification should be affirmed.

**Relevant Classifications.** Worksource Specialist 2, class code 30120 (subsequently renumbered to code 358F), and Worksource Specialist 3, class code 30130 (subsequently renumbered to code 358G).

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

The definition for Worksource Specialist 2 states: "[p]erforms professional duties in the delivery of direct core services to customers. Conducts in-depth interview and provide job referrals, placement services, and information regarding agency and partner programs."

The distinguishing characteristic for Worksource Specialist 2 state, in part:

This is the fully qualified working level. Positions at this level differ from the WorkSource Specialist 1 in that they work independently and provide a full range of services.

The majority of time is spent performing assignments such as:

- Interviewing job applicants to determine job readiness and/or making referrals to job openings.
- Providing information and answering questions on the full range of agency core services and programs.

- Monitoring Resource Room activities and assisting with workshops.
- Writing and verifying orders.

Some of the duties and responsibilities Appellant performs fit within the definition and distinguishing characteristics of the Worksource Specialist 2 level. However, this level does not encompass the unique and specialized customers that Appellant serves or the specialized knowledge and skills she employs when serving these customers. Appellant provided persuasive argument that she spends a majority of her time working with disabled customers. Respondent acknowledged that working with disabled customers, even when providing them with core services, is more difficult than working with non-disabled customers. Given the depth and complexity of Appellant's work with disabled customers, the Worksource Specialist 2 classification does not provide the best fit for the majority of the duties and responsibilities of Appellant's position.

The definition for Worksource Specialist 3 states:

(1) Delivers direct core & intensive services to WorkSource, Claimant Placement Program, Food Stamps, WorkFirst Post-Employment Labor Exchange, or College Co-Location customers; **OR** (2) is responsible for providing bilingual outreach services in a designated Migrant and Seasonal Farmworker (MSFW) service area; **OR** (3) is responsible for providing outreach services to eligible Disabled Outreach Veterans' (DVOP) program customers; **OR** (4) as an Employer Outreach Specialist contacts local employers to develop prospective job openings and provide information on services available through WorkSource.

The definition for the 3 level encompasses positions that work with specialized customer groups with unique needs that require specialized services. Appellant's customers fit within this definition. The 3 level also encompasses positions that provide bilingual services and perform employer outreach. Appellant uses sign language to communicate with and provide services to hearing impaired customers and she conducts employer outreach when seeking positions for clients with special needs. The duties and responsibilities of Appellant's position fit within the scope of the definition of the Worksource Specialist 3.

The distinguishing characteristics for Worksource Specialist 3 state, in part:

1 This is the fully qualified professional level. Positions at this level work  
2 independently, and spend a majority of time providing intensive services or  
3 conducting outreach activities. May issue transportation vouchers or initiate  
4 supportive service vouchers, but do not have the authority to obligate supportive  
5 service or training funds.

6 The distinguishing characteristics for the 3 level encompass Appellant's position. Appellant  
7 independently performs professional level work and spends a majority of her time providing  
8 intensive services and conducting outreach activities for disabled customers.

9 The Worksource Specialist 3 classification best describes the overall duties and responsibilities of  
10 Appellant's position and her position should be reallocated.

11 **ORDER**

12 NOW, THEREFORE, IT IS HEREBY ORDERED that the appeal on exceptions by Essie Crowder  
13 is granted, the director's determination is reversed, and Appellant's position is reallocated to the  
14 Worksource Specialist 3 classification.

15 DATED this \_\_\_\_ day of \_\_\_\_\_, 2007.

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17 WASHINGTON PERSONNEL RESOURCES BOARD

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21 LARRY GOODMAN, Chair

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23 \_\_\_\_\_  
24 LAURA ANDERSON, Vice Chair

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26 \_\_\_\_\_  
27 MARSHA TADANO LONG, Member