

The Division reviews personnel transactions pertaining to State Merit System laws and regulations for compliance. In addition, the Division processes all job applications, notifies applicants of testing dates, sends out test results, and distributes lists of eligible applicants to requesting agencies.

*EMPLOYEE DEVELOPMENT & TRAINING
DIVISION*

Joanne McCorkle-Smith, *Director*

300 West Preston St., Room 204
Baltimore, MD 21201 (410) 767-4028

The Employee Development and Training Division began in 1995 as the Employee Development Division in the Department of Personnel. Division functions transferred under its current name to the Department of Budget and Management in 1996.

The Division is responsible for the Employee Development Center, the Information Technology Training Center, Club Maryland, the *Incentive and Innovative Idea Awards Program*, the *Service Awards Program*, and the *Continuous Quality Improvement Program*. The Division also coordinates the training and employee awards program and the State Quality Initiative.

WORK FORCE QUALITY

Jeanne M. Zarnoch, *Director*

300 West Preston St., Room 204
Baltimore, MD 21201 (410) 767-4943

Formerly Employee Development and Training, Work Force Quality was organized in 1992. This office oversees the Employee Development Center and coordinates the State Quality Initiative. It also custom designs training programs and provides consultant services to federal, State and local government agencies, and non-profit organizations. The Director coordinates training and employee awards programs statewide.

INFORMATION TECHNOLOGY TRAINING CENTER

John A. Dunnigan, Sr., *Administrator*

300 West Preston St.
Baltimore, MD 21201 (410) 767-1046

The Information Technology Training Center was formed in 1976 as the Data Processing Training Center. It received its current name in 1994 and was placed under the Employee Development and Training Division in 1996.

For a fee, the Center trains State employees to use mainframe and personal computers and their application software. Courses also are open to local government employees and the private sector as space permits. The Center is fully reimbursed for its services with fees paid by State and local government agencies, businesses, and persons who receive training.

EMPLOYEE RELATIONS DIVISION

Frederick E. Ramsey, *Director*

301 West Preston St., Room 607
Baltimore, MD 21201 (410) 767-1012

The Employee Relations Division was created in 1969 as the Employee Assistance Program and assigned to the Department of Personnel in 1970. In accordance with the Executive Order on Fair Employment Practice, the Program reorganized in June 1995 as the Employee Services Division. Under its present name, it transferred to the Department of Budget and Management in 1996.

The Division monitors, investigates, and mediates all grievances, complaints, and equal economic opportunity matters of State employees.

RECRUITMENT & EXAMINATION DIVISION

Nelson L. Sutton III, *Director*

300 West Preston St., Room 406
Baltimore, MD 21201 (410) 767-4846
public information: (410) 767-4847

Duties of the Recruitment and Examination Division date to 1920 when the Merit System first was established for employees of State government. By 1947, the Examination Division was formed. It was renamed the Recruitment and Examination Division by 1977. From the Department of Personnel, it moved to the Department of Budget and Management in 1996.

The Division recruits, tests, and certifies candidates as eligible for employment in classified positions within State government. Information about Maryland State employment opportunities and applications may be obtained by calling the Division. Personnel specialists also are available for employment counseling at Division offices (Code State Personnel and Pensions Article, secs. 4-201 through 4-307).

Vacancies in classified positions are advertised in the newspapers and in bulletins sent to State agencies. They also are listed with the Maryland Job Service, Division of Employment and Training, Department of Labor, Licensing, and Regulation.

The Division works through three units: Examination Research and Development; Recruitment; and Test Administration.

*SALARY ADMINISTRATION & POSITION
CLASSIFICATION DIVISION*

Arthur D. Merkle, Jr., *Director*

301 West Preston St., Room 603
Baltimore, MD 21201 (410) 767-4778

The Salary Administration and Position Classification Division began in 1947 as the Classification Division. In 1953, it was reorganized as the Classification and Compensation Division. By 1977, the Division was renamed the Salary Administration and