

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

CRIME VICTIM CLAIMS SPECIALIST

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions within the Department of Justice which review, investigate, and evaluate claims filed under the Crime Victim Compensation (CVC) Program authorized under Ch. 949, Wis. Stats. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional positions located within the Department of Justice which spend the majority of the time processing complex claims filed for reimbursement with the Office of Crime Victim Services. Positions allocated to this classification gather and analyze information, determine eligibility for reimbursement, and calculate awards.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions located outside the Department of Justice.
2. Positions which process claims other than those identified in Ch. 949, Wis. Stats.
3. Management, professional, and supervisor positions, as defined in s. 111.81, Wis. Stats.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITIONS

CRIME VICTIM CLAIMS SPECIALIST

This classification is used as an entry progressing to objective level for positions that review, investigate, and evaluate claims filed for reimbursement with the Office of Crime Victims, Crime Victim Compensation Program. Positions allocated to this classification gather and verify information about the crime; gather and verify the extent of the victim's or survivor's physical and/or emotional injuries; gather and verify information about other economic losses to victims or survivors; determine eligibility for reimbursement of claims under Ch. 949, Wis. Stats., administrative rules, and program policies; and calculate awards to victims or survivors. In making eligibility and award determinations, positions assess: the role of the victim in the crime, supporting documentation and credibility of the witnesses, physical and emotional injury and the extent of economic loss. The work entails direct involvement with law enforcement personnel, professional medical staff, attorneys, private insurance providers and employers, as well as victims and their family members. Positions may assist with the orientation and training of other staff. Work is performed under close progressing to general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study.

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