

Effective Date: April 13, 1997
Modified Effective: April 12, 1998
Modified Effective: February 14, 2000
Modified Effective: March 10, 2013
Modified Effective: August 7, 2016

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

VETERANS PROGRAM SPECIALIST
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to professional positions located in the Department of Veterans Affairs (DVA), responsible for: (1) lead work in the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center, or (2) positions that represent the department to both veterans and non-veterans, collaborating with stakeholders in order to maximize benefits delivery to veterans and their families. This classification specification is not intended to identify every duty, which may be assigned to positions, but is intended 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 series encompasses professional positions located at the Department of Veterans Affairs (DVA) responsible for: (1) lead work in the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center, or (2) positions that represent the department to both veterans and non-veterans, collaborating with stakeholders in order to further the mission and objectives of the department and maximize benefits delivery to veterans and their families. Positions allocated to this classification must meet the statutory definition of professional employee, as defined in s. 111.81(15), Wis. Stats.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which do not meet the statutory definition of professional employee, as defined in s. 111.81(15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions that perform paraprofessional or complex clerical duties a majority of the time (more than 50%).
3. Positions, which are not located at the Department of Veterans Affairs.
4. Positions that perform Veterans Benefits Specialist duties the majority of the time (more than 50%).
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into And Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression from the Entry to the Senior level typically occurs through reclassification.

II. DEFINITION

VETERANS PROGRAM SPECIALIST

This is the entry level for positions, which is intended to assist employees in acquiring the expertise expected at the senior level Veterans Program Specialist. Emphasis is on learning the eligibility requirements and application procedures for state and federal veteran's benefits, departmental policies and procedures, state veteran organizations, and internal/external partners. Work is performed under close progressing to limited supervision.

VETERANS PROGRAM SPECIALIST SENIOR

This level contains two allocations. The first allocation is the objective level for professional positions which function as a Veterans Program Specialist. This position represents the department to both veterans and non-veterans, collaborating with internal and external stakeholders in order to further the mission and objectives of the department and maximize benefits delivery to veterans and their families.

The second allocation is specific to the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center. These positions provide guidance and act as subject matter experts to Veterans Benefit Specialist 1 or 2 positions and are responsible for such duties as monitoring VBS and VBS Senior customer service and technical work product and recommending development and training of staff; reviewing business practices and automated systems to make processes more efficient; and assisting veterans and family members by providing information on benefits and other issues of interest to veterans. Work for both allocations is performed under general supervision.

Representative Position:

Regional Coordinator: The position works collaboratively with federal, state, local, and tribal government representatives and attends regional events on behalf of the department. This position teams with agency staff to further the department's mission and objectives. The position assists in the analysis of existing department programs and policies, and recommends changes to effect better service to the veteran population. The employee represents the department to both veterans and non-veterans organizations in order to maximize benefits delivery to veterans and their families.

III. QUALIFICATIONS

The qualifications required for positions in this classification series 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 series was created effective April 13, 1997, and announced in Bulletin CC/SC-65 as a result of the Professional Program Support Survey. The series was modified effective April 12, 1998, in order to expand the series definition to include the allocations of Veterans Regional Coordinator and Veterans Center Site Director and in order to create the parallel “management” series for positions performing the Veterans Center Site Director function. The modification was announced in Bulletin CC/SC-83. This series was modified effective February 14, 2000, and announced in Bulletin CLR/SC-108 to remove the allocation for the Veterans Program Specialist – Management because of the inclusion of this classification in a broad band for professional non-represented positions. This series was further modified effective March 10, 2013, and announced in Bulletin OSER-0322-MRS/SC to add allocations for Team Lead for Eligibility Unit and Veterans Benefits Resource Center, and Outreach Specialist; and to remove the allocations for Troops to Teachers Placement Office and Regional Coordinator because of organizational and program changes at the Wisconsin Department of Veterans Affairs.

This classification was again modified effective August 7, 2016 and announced in Bulletin DPM- -CC/SC to move the lead work allocation from Specialist to Senior level, and update the representative position in response to department reorganization, which re-established the Regional Coordinator allocation.

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