

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
CLIENT SERVICES SPECIALIST

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 present and future professional positions located within the Office of the State Public Defender. Positions allocated to this series provide professional level support and consultation to staff attorneys in assigned cases, assisting the client by advocating for the client's position with parts of the criminal justice system. 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 (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 series encompasses professional positions located within the Office of the State Public Defender. Positions allocated to this series develop various aspects of the client's case and advocate for the client's position with parts of the criminal justice system. Positions allocated to this classification must meet the definition of professional employee, as defined in s. 111.81(15) Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definition of management or supervisor as defined in ss. 111.81(13) and (19) Wis. Stats.
2. Positions that do not meet the definition of professional, as defined in s. 111.81(15), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.

3. Positions which provide the full range of professional counseling/social work activities a majority of the time and are more appropriately classified as Social Worker.
4. Positions which spend the majority of their time performing investigatory functions in support of staff attorneys in the Office of the State Public Defender and are more appropriately classified as Public Defender Investigators.
5. Positions not located at the Office of the State Public Defender.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance into and Progression through this Classification

Employees enter positions within this classification series through competition. Progression to the senior level is through reclassification as the employee satisfactorily attains the specified training, education, or experience.

II. DEFINITIONS

CLIENT SERVICES SPECIALIST CLASSIFICATION SERIES

Positions in this classification series provide professional level support and consultation to staff attorneys in assigned cases by gathering information about the case and client and obtaining social history and information from the client regarding circumstances at the time of offense. Positions assess the client's social, emotional, economic, health, alcohol and other drug problems and assess the client's need for services, identifying and referring clients to available community resources. Positions are responsible for providing information to professionals and other interested parties involved in the case and for preparing written reports and giving testimony in legal proceedings regarding sentencing and dispositional alternatives as necessary. At all levels, administrative supervision is provided by the Regional Office Administrator or Attorney Supervisor.

CLIENT SERVICES SPECIALIST – OBJECTIVE

Positions at this level perform all activities described in the definition statement under the limited administrative supervision by the Regional Office Administrator or Attorney Supervisor. Positions at this level demonstrate experience and competence at assessing client needs and referring to appropriate community resources.

CLIENT SERVICES SPECIALIST – SENIOR

Positions at this level perform all activities described in the definition statement under the general administrative direction by the Regional Office Administrator or Attorney Supervisor. Positions at this level may provide direction and guidance to student interns/volunteers, train and orient Client Services Specialists regarding office duties and procedures and participate on advisory committees as directed by management.

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 October 16, 1994. The classification was modified effective February 12, 2012, and announced in Bulletin OSER-0299-MRS/SC to update supervision levels.

This classification was modified effective August 9, 2015, and announced in Bulletin DPM-0404-CC/SC to abolish the entry level.

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