

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

VETERANS CLAIMS OFFICER
CLASSIFICATION SERIES**

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 Veterans Claims Officer positions located within the Department of Veterans Affairs (DVA) that function as claims officers acting on behalf of veterans before the federal government. This classification is not intended to identify every duty that 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; statement 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, as defined in s. 111.81 (15), Wis. Stats., located at DVA in the Division of Veterans Services, Bureau of Claims. Positions allocated to this series represent veterans/dependents in presenting claims before the U.S. Department of Veterans Affairs (USDVA); provide advocacy, counseling, referral and follow-up service to those veterans/dependents needing assistance and **may** be accredited by WDVA and USDVA as power of attorney to provide representation to veterans in the prosecution of their claims.

C. Exclusions

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

1. Positions that meet the statutory definitions of supervisor or management as defined in ss. 111.81 (9) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions that spend the majority of time (more than 50%) and are responsible for assisting veterans with eligibility for veterans programs and benefits, and are more appropriately classified as Veterans Benefits Specialists.
3. Positions outside the Wisconsin Department of Veterans Affairs.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Classification Series

Employees enter positions in this classification series by competitive examination. Progression to the objective level at Veterans Claims Officer 2 will occur through reclassification for positions whose objective level has been identified at Veterans Claims Officer 2 as the employee satisfactorily attains the specified training, education, or experience; achieves WDVA and USDVA accreditation; and the position performs the full scope of duties identified at the Veterans Claims Officer 2 objective level.

II. DEFINITIONS

VETERANS CLAIMS OFFICER 1

This is entry level professional veterans claims officer work. Positions in this classification perform the duties and responsibilities listed in the objective level and have not yet achieved accreditation by the WDVA and the USDVA. Positions are assigned progressively more complex work which provides the opportunity to develop the knowledge and skills necessary to perform at the objective Veterans Claims Officer 2 level under limited progressing to general supervision.

VETERANS CLAIMS OFFICER 2

This is objective level professional veterans claims officer work. Positions allocated to this level have demonstrated their knowledge of all applicable programs and their ability to provide statewide assistance to veterans and other eligible applicants with claims for benefits and entitlements provided by the federal government. Positions work under general supervision.

Positions allocated to this level represent veterans/dependents in presenting claims before the USDVA for all benefits to which they might be entitled, or become entitled, by virtue of their military service, under the laws administered by the USDVA to include pension, education, disability and death compensation.

These positions provide advocacy, counseling, referral and follow-up service to those veterans/dependents needing assistance to stabilize their life's quality; make professionally sound decisions on behalf of veterans/dependents lacking knowledge and/or ability concerning claims issues as their power of attorney representative; and apply acquired skills, knowledge and

experience in obtaining claims awards that will provide federal tax dollars as economic resources to improve the veterans'/dependents' quality of life and provide relief to state taxpayers.

Employees in positions allocated to this level have achieved accreditation by the WDVA and the USDVA and, with that power of attorney, provide representation to veterans in the prosecution of their claims before any administrative/judicial body such as the Board of Veterans Appeals, VA Rating Board, VA Authorization Board, Committee on Waivers and Compromises, and Vocational Rehabilitation Board. As appropriate, the positions liaison with and provide expertise to State and county programs.

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 June 27, 2004 and announced in Bulletin OSER-0041-MRS-SC to distinguish the greater level of responsibility, complexity and knowledge required for the claims officer positions in WDVA that have been removed from the Veterans Benefits Specialists classification series.

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