

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

CONSUMER COMPLAINT PROGRAM ASSOCIATE  
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 paraprofessional support positions that perform the full range of consumer complaint processing and resolution functions for a work unit or specialized program area(s) such as consumer protection, professional services and licensing or insurance. 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

These positions are located at the Department of Agriculture, Trade and Consumer Protection, the Department of Safety and Professional Services, the Department of Health Services, and the Office of Commissioner of Insurance and provide paraprofessional support for a consumer complaint program area. Duties include processing and resolving consumer complaints that are non-routine in complexity, mediating complaints between consumers and businesses or consumers and licensees; gathering data and records for legal counsel or board review; and responding to questions regarding complaint submission, laws and codes.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definitions of confidential, supervisor and/or management as defined in s. 111.81(7), (19) and (13), Wis. Stats. and as interpreted by the Wisconsin Employment Relations Commission.
2. Positions that perform general paraprofessional support duties not related to a consumer complaint program for a majority of time (more than 50%) and are more appropriately classified as Operations Program Associate.

3. Positions that perform professional duties as defined in Sec. 370.030 of the Wisconsin Human Resources Handbook Chapter for the majority of the time (more than 50%).
4. Positions which perform investigations involving compliance with or violations of statutes, rules, regulations, administrative codes, and/or standards for the majority of time (more than 50%) and are more appropriately classified as Consumer Protection Investigator or Insurance Examiner.
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification series by competition. Progression to the senior level will occur through reclassification as the employee satisfactorily attains the specified training and experience to independently perform the full scope of duties identified at the senior level.

Positions designated as leadworker require competition.

E. Terminology Used in This Classification Specification

Paraprofessional: Work that is similar to professional work but does not have the breadth and depth of true professional work. A paraprofessional employee may perform duties that are a narrow, specialized subset of the professional employee's duties. A paraprofessional employee does not perform the full range of duties assigned to professional employees, or performs duties of lesser scope, impact, and complexity than duties assigned to professional employees. Paraprofessional duties tend to support the work of professional employees. A paraprofessional employee may carry out or implement plans or projects that are developed, planned, and managed by professional employees. The paraprofessional employee carries out or implements plans or projects based on extensive experience and supplemental on-the-job training rather than on formal academic education in the discipline itself. Paraprofessional work is performed in a narrow or highly specialized area of the overall occupation and requires a high degree of practical knowledge and skill. The experienced paraprofessional employee often works with considerable independence for significant periods of time. This independence, however, does not alter the nature and character of the work, which is to support a professional discipline.

Professional: See the definition provided in Sec. 370.030 of the Wisconsin Human Resources Handbook (Chapter 370) for the definition of this term as it is intended to be used throughout this classification specification.

## II. DEFINITIONS

### CONSUMER COMPLAINT PROGRAM ASSOCIATE

This is the entry level for positions that perform work similar to that described at the senior level, with the emphasis on learning to apply state statutes, administrative code, and related policies and procedures related to the processing and responding to complaints. At this level, an employee may be assigned a specific topic of complaints rather than the full range of functions and programs of an agency. Work is performed under close progressing to general supervision.

This level can be used as an objective level for positions that do not perform the full range of duties identified at the senior level. This includes doing more follow-up/requesting records and witness statements rather than complaint analysis. In addition, as another example, if the work unit typically handles complaints related to multiple types of occupations or businesses, an employee at this level may serve fewer than half of those overall assigned or a subset of less complex complaints.

### **CONSUMER COMPLAINT PROGRAM ASSOCIATE - SENIOR**

This is the objective level for positions that analyze a wide range of complaints to identify where a law violation may exist and discuss with a manager or program expert; analyze the need to request additional information from the complainant; organize evidence for administrative actions; and generate original correspondence. In addition, positions must mediate, analyze and resolve complaints between consumers and businesses by using the fact situation of the law to obtain compliance and be responsible for having knowledge of multiple areas of law/state statutes/codes. Positions may provide education and training services to businesses, industry, governmental organizations, community civic groups or the general public, assist with open records requests, advise consumers on business histories, perform case tracking, and distribute requested forms. Work is performed under general supervision. In order to be appropriately allocated to this classification, positions must spend the majority of their time on paraprofessional Consumer Complaint Program Associate duties which are of similar scope, impact, and complexity as the representative positions identified at this classification and level.

#### **Representative Positions:**

Department of Agriculture, Trade and Consumer Protection: Positions are responsible for receiving contacts from and counseling consumers and businesses; researching case histories and statutes; providing mediation services between consumers and businesses; developing, updating, and managing information, resources, and referral materials as well as general program activity reports; assigning, transferring, and referring complaints; managing the fact sheet inventory; scheduling public appearances; providing telephone consultation to consumers, businesses, governmental agencies, legislators, media and others on consumer protection issues; and maintaining database management files.

Office of the Commissioner of Insurance: Positions analyze and resolve consumer complaints involving the business practices of insurers and agents in the areas of claims, policyholder service, marketing and underwriting. Positions review information and analyze written inquiries to identify possible complaints of a law violation; review and analyze complaints, determine further investigation by OCI or referral to more appropriate agency; communicate with insurance companies to resolve complaints; analyze applicable policy provisions, procedures and laws to determine if violations exist; communicate with complainants to explain disposition of complaints and methods to obtain relief; and interpret insurance laws and regulations to consumers and complainants.

Department of Safety and Professional Services: Positions are responsible for the initial intake, analysis and processing of incoming complaints for health, business and trade professionals to determine jurisdiction and whether an alleged violation of state laws and regulations exists. Positions assist attorneys and investigators in securing testimony and evidence to support effective enforcement actions. Positions analyze and correlate incoming materials with pending complaints and identify investigative leads. Positions manage the complaint tracking system; assist in obtaining and reviewing additional information necessary for the screening panel; prepare case files; schedule screening panel meetings; process the opening and closing of complaint file during/after screening; and refer complaints to other agencies as appropriate. Some positions make conduct phone interviews and prepare subpoenas.

### **CONSUMER COMPLAINT PROGRAM ASSOCIATE – LEAD**

This is a leadworker level with work performed under general supervision.

The leadworker is responsible for the scheduling of day-to-day activities of the work unit, providing training, guidance and ensuring that the technical standards for each program area is maintained. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats, but do have permanently assigned duties including training, assisting, guiding, assigning and reviewing the work of two or more full-time equivalent classified employees and is documented on the organizational chart.

In addition to performing as a leadworker per definition, positions will serve as the program resource and subject matter expert and have the most complex work requiring the highest level of independent judgement and discretion. Positions perform secondary review of lower level Consumer Complaint Program Associate staff and are considered the escalation level for licensing issues.

### **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 July 24, 2005, and announced in Bulletin OSER-0071-MRS-SC, as a result of the Administrative Support Unit Survey, for some positions formerly classified in the Program Assistant series. The classification was abolished and recreated effective October 12, 2008, and announced in Bulletin OSER-0225-MRS/SC to remove the A/B pay designations from the title as a result of ASU 2007-2009 bargaining.

This classification was modified effective August 2, 2020 and announced in bulletin DPM-0530-CC/SC, to define work performed at various state agencies and to add additional levels in the series for higher level research and resolution work as a result of the License Permit Program Associate/Consumer Complaint Program Associate personnel management survey.

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