

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
VETERANS AFFAIRS MANAGER**

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 management and supervisory positions that function as bureau directors within the Department of Veterans Affairs. 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 to facilitate the assignment of positions to the appropriate classification 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.

B. Inclusions

This classification encompasses management and supervisory positions that function as bureau directors in a program division within the Department of Veterans Affairs central office. Positions allocated to this classification are responsible for program planning, policy and procedure development and administration, budget development and management, and staff supervision for a bureau. Positions allocated to this classification meet the definitions of management and supervisor in s. 111.81(13) and (19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the definitions of management and supervisor in s. 111.81(13) and (19), Wis. Stats.
2. Positions which do not function as bureau directors in a program division within the Department of Veterans Affairs central office.
3. Positions which are not located within the Department of Veterans Affairs.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter this classification by competitive examination.

II. DEFINITIONS

VETERANS AFFAIRS MANAGER

This classification encompasses management and supervisory positions that function as bureau directors in a program division within the Department of Veterans Affairs central office. Positions allocated to this classification are responsible for program planning, policy and procedure development and administration, budget development and management, and staff supervision for a bureau.

Positions allocated to this classification include: (1) Director, Bureau of Claims; (2) Director, Bureau of State Veterans Benefits; (3) Director, Bureau of State Veterans Cemeteries; and (4) Director, Bureau of Veterans Training and Employment.

Director, Bureau of Claims: This position manages the processing and expediting of Federal Veterans Affairs claims on behalf of Wisconsin's ex-service members and/or their dependents; supervises professional staff who provide assistance to veterans and other eligible applicants with claims for benefits provided by the federal government; develops and implements procedural guidelines through the interpretation of federal laws and regulations, state legislative provisions and the Wisconsin Administrative Code; develops and implements policies and procedures; develops and implements the biennial and annual budget for the bureau; supervises and manages the work of the bureau in coordination with federal, state and local agencies and with other departmental units; manages the veterans claims adjudication process through the Federal Veterans Court of Appeals; ensures that veterans claims appeals are well-grounded and well-documented prior to submission to the Federal Veterans Court of Appeals; trains Claims Officers in the analysis, investigation and research of claims appeals; provides services to six national veterans service organizations to serve their clients as their accredited representative; and develops and maintains outreach programs and effective working relationships with external service organizations, including County Veterans Service Officers and 11 sovereign Native American nations.

Director, Bureau of State Veterans Benefits: This position manages all loan and grant programs of the bureau; organizes and directs the work of the bureau, including program planning, coordination and implementation, and staff supervision. This position develops and implements program practices, policies and procedures; develops proposed administrative code changes and reviews and analyzes proposed legislation; develops budgets for each bureau program; computes and monitors the status of uncommitted funds available for lending; reviews applications from private lenders to act as the department's agents in processing and servicing primary mortgage loans; reviews applications from private fee appraisers, approves them for inclusion as department-approved appraisers, and recommends suspension from the program if standards are not maintained; determines appropriate action on requests for subordination; advises the Department's Denial Review Committee; plans and directs training seminars on program related policies, procedures, and requirements; and serves as a media contact and the Department's liaison to various external organizations, financial institutions, and other governmental bodies.

Director, Bureau of State Veterans Cemeteries: This position manages the department's tri-cemetery system, including the Southern Wisconsin Veterans Memorial Cemetery at Union Grove, the Central Wisconsin Veterans Memorial Cemetery at King, and the Northern Wisconsin Veterans Memorial Cemetery at Spooner; and manages the Military Funeral Honors Program. This position organizes and

directs the work of the bureau, including program planning, coordination and implementation, and staff supervision. This position develops and implements program practices, policies and procedures; develops proposed administrative code changes; reviews and analyzes proposed legislation; develops budgets for each bureau program; and serves as the Department's representative with veterans organizations, funeral directors, funeral planning services, civic organizations.

Director, Bureau of Veterans Training and Employment: This position manages the statewide Veterans Assistance Program, which is designed to reduce homelessness in Wisconsin's veteran population through a coordinated system of benefits and service delivery in employment, training, education, health care, and housing assistance; and the Employment and Training Program, which establishes linkages among federal, state, and local government agencies and private entities to better coordinate employment and training opportunities for veterans, particularly those transitioning from active duty to civilian employment. This position organizes and directs the work of the bureau, including program planning, modification and implementation; develops new programs to serve veterans; and provides advice and assistance to the Division Administrator and the Secretary's Office on issues affecting veterans, proposed legislation and administrative rules. This position develops and implements program policies and procedures; develops, reviews and analyzes proposed legislation; develops and implements the bureau budget; and serves as the Department's representative with federal agencies, state and county agencies, veterans organizations, private sector lenders and other various external organizations.

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 November 3, 2002 and announced in Bulletin MRS-SC-144 to consolidate a number of single position classifications for bureau directors located within the Department of Veterans Affairs.

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