

**Effective Date: April 8, 1990**  
**Modified Effective: July 5, 2009**  
**Modified Effective: May 6, 2012**  
**Modified Effective: November 15, 2015**

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**VETERANS BENEFITS SPECIALIST  
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 Benefits Specialist positions that determine veterans' eligibility and provide counseling for state and federal benefits and programs. 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; 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 encompasses professional positions, as defined in s. 111.81 (15), Wis. Stats., that require specialized knowledge of eligibility requirements and the state and federal benefits and programs available to veterans. Positions allocated to this series determine veterans' eligibility for state and federal benefits; analyze applications and situations; and counsel and assist the veteran, other eligible applicants, and the county veterans' service officer in interpreting and applying the provision of various statutes and regulations to obtain benefits.

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 (19) 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%) performing duties that involve representing veterans/dependents in presenting claims before the USDVA, have achieved

accreditation by WDVA and USDVA, and are more appropriately classified as Veterans Claims Officer.

3. Program support positions that are involved in monitoring and maintaining records for veterans benefits for a majority of the time (more than 50%) and are presently classified as Office Operations Associate or Operations Program Associate.
4. 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 for entry-level positions. Progression to the objective level will occur through reclassification. The majority of a position's duties and responsibilities must be recognized in the classification definition in order for the position to be assigned to the objective level.

## II. DEFINITIONS

### **VETERANS BENEFITS SPECIALIST 1**

This is the entry level for professional positions performing veterans' benefits determinations and counseling work under close progressing to limited supervision. Positions are assigned progressively more complex work which provides the opportunity to develop the knowledge and skills necessary to perform at the objective Veterans Benefit Specialist 2 level.

### **VETERANS BENEFITS SPECIALIST 2**

This level contains two allocations: The first allocation is the objective level in the WDVA Records Section that establishes eligibility and counsels veterans and county veteran service officers (CVSO's) regarding eligibility for state and federal veterans programs. Positions make complex eligibility determinations such as for the Wisconsin G.I. Bill and Property Tax Credit Program through research and interpretation of military service documentation and residence requirements as defined by Federal Regulations, Wisconsin Statutes and Administrative Code; provide in-depth training to in-house and CVSO staff; provide expert support to legal staff on eligibility issues and appear at formal hearing appeals as an expert witness; maintain electronic case load files and produce management reports; and provide assistance and recommendations on statutory, code, policy, and program changes. Work is performed under general supervision.

The second allocation is the objective level for positions which function as veterans' benefits counselors. Depending on the organizational location of the position, incumbents are responsible for performing a combination of the following for a majority of the time: general benefits counseling and assistance in applying for WDVA and USDVA benefits and grants including referral to appropriate agencies; analyzing applications and eligibility documents for state administered and financed veterans programs; determining eligibility of applicants for various state and federal programs; determining availability of benefits from all other social service agencies as well as other state, federal, local and private sources of aid; determining an applicant's qualification for programs; determining level of assistance provided to each qualified applicant; awarding grants; determinations of veterans in the criminal justice system requesting entry into the Veterans Assistance Program (VAP) for appropriateness; providing consultation and assistance to current and prospective students at institutions of higher learning; on-site benefit counseling services to residents of Wisconsin Veterans Homes; analyzing healthcare facility admissions applications and eligibility documents in accordance with State of Wisconsin and federal regulations;

providing information, advice and technical assistance to recipients, providers and the general public; interpreting state statutes, rules and regulations pertinent to state veterans benefits and other program options; evaluating medical procedures; applying Medicare and Medicaid regulations in processing Homes admissions applications; facilitating or negotiating settlements with providers of services; authorizing payment of Veterans Trust Fund monies; responding verbally and in writing to inquiries regarding legal provisions, department policies and procedures; and conducting training sessions and public speaking engagements as required. Work is performed under general supervision.

### **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 series was created effective April 8, 1990, and announced in Bulletin CC-234. This classification series was modified effective June 27, 2004, and announced in OSER-0041-MRS-SC in order to remove the Claims Officer positions. This classification series was modified effective July 5, 2009, and announced in OSER-0244-CLR-SC in order to simplify the entry level definition and identify both objective allocation patterns at the Veterans Benefits Specialist 2 level. The classification series was modified effective May 6, 2012 and announced in Bulletin OSER-0305-MRS/SC to allow use of the classification by other agencies or UW campuses outside the Department of Veterans Affairs.

This classification series was modified effective November 15, 2015 and announced in Bulletin DPM-0413-CC/SC to update the Definition language to reflect additional duties.

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