

Effective Date: April 13, 1997  
Modified Effective: April 12, 1998  
Modified Effective: February 14, 2000  
Modified Effective: March 10, 2013

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**VETERANS PROGRAM SPECIALIST  
CLASSIFICATION SERIES**

**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 professional positions located in the Department of Veterans Affairs (DVA), Division of Veterans Services, responsible for (1) lead work in the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center, or (2) as a member of the Outreach Section, functioning as an Outreach Specialist. This classification specification is not intended to identify every duty which 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; 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 classification series encompasses the professional positions located at the Department of Veterans Affairs responsible for (1) lead work in the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center, or (2) as a member of the Outreach Section, functioning as an Outreach Specialist. Positions provide information and work with DVA staff and Wisconsin veterans and their families to help ensure they are aware and take advantage of the benefits and programs that are available.

C. Exclusions

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

1. Positions which perform paraprofessional or complex clerical duties a majority of the time (more than 50%).
2. Positions which are not located at the Department of Veterans Affairs.

3. Positions which perform Veterans Benefits Specialist duties the majority of the time (more than 50%).
4. Positions which perform Veterans Assistance Program Specialist duties the majority of the time (more than 50%).
5. All other positions which 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. Progression from the Entry to the Senior level typically occurs through reclassification.

## II. DEFINITION

### VETERANS PROGRAM SPECIALIST

This level contains two allocations. One is the entry level for positions which function as an Outreach Specialist as a member of the Outreach Section, performing work described at the senior level. Work is performed under close progressing to limited supervision.

The second allocation is the objective level for professional positions located at the Department of Veterans Affairs responsible for lead work in the Veterans Assistance Section, currently covering the Eligibility Unit and the Veterans Benefits Resource Center. These positions lead the work of Veterans Benefit Specialist 1 or 2 positions and are responsible for such duties as recommending development and training of staff; reviewing business practices and automated systems to make processes more efficient; and assisting veterans and family members by providing information on benefits and other issues of interest to veterans. Duties are performed under general supervision.

### VETERANS PROGRAM SPECIALIST SENIOR

This is the objective level for professional positions located at the Department of Veterans Affairs responsible for, as a member of the Outreach Section, functioning as an Outreach Specialist. Positions coordinate outreach with populations such as women veterans and tribal veterans, as well as all other Wisconsin veterans and their families.

#### Representative Position:

Outreach Specialist: Position serves as the department representative of veterans and stakeholder outreach coordination. The incumbent liaises with federal, state and local government representatives. The Outreach Specialist attends external events on behalf of the department and works with agency staff to promote and further all facets of the department's outreach efforts. The position assists in the analysis of existing department programs and policies, and recommends changes to effect better service to the veteran population. The employee represents the department to both veterans and non-veterans organizations, promoting veterans and veterans' benefits in order to maximize benefits delivery to veterans and their families. Work is performed under general supervision.

### **III. QUALIFICATIONS**

The qualifications required for positions in this classification series 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 13, 1997, and announced in Bulletin CC/SC-65 as a result of the Professional Program Support Survey. The series was modified effective April 12, 1998, in order to expand the series definition to include the allocations of Veterans Regional Coordinator and Veterans Center Site Director and in order to create the parallel “management” series for positions performing the Veterans Center Site Director function. The modification was announced in Bulletin CC/SC-83. This series was modified effective February 14, 2000, and announced in Bulletin CLR/SC-108 to remove the allocation for the Veterans Program Specialist – Management because of the inclusion of this classification in a broad band for professional non-represented positions. This series was further modified effective March 10, 2013, and announced in Bulletin OSER-0322-MRS/SC to add allocations for Team Lead for Eligibility Unit and Veterans Benefits Resource Center, and Outreach Specialist; and to remove the allocations for Troops to Teachers Placement Office and Regional Coordinator because of organizational and program changes at the Wisconsin Department of Veterans Affairs.

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