

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPSPL2

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.) 	8. Department/Agency MIL AFFR CENTRAL OFFICE
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Michigan Veterans Affairs Agency
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Strategic Outreach
5. Working Title (What the agency calls the position) Veterans Services Quality Assurance Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor MACDONALD, STEFANIE R; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JONES, LEXIS L; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 3423 N MARTIN LUTHER KING JR. BLVD, LANSING / M - F 8 AM - 5 PM

14. General Summary of Function/Purpose of Position

The position serves as the statewide specialist responsible for the development, administration, evaluation, and continuous improvement of the Michigan Veterans Affairs Agency (MVAA) Veteran Service Officer (VSO) quality assurance and claims performance oversight program. The position establishes statewide quality standards, audit methodologies, review protocols, performance measures, compliance criteria, and corrective action processes for VSO claims activity conducted under MVAA's power of attorney.

The position serves as the agency's subject matter expert for VSO claims quality assurance, claims processing standards, accreditation compliance, and program oversight. The position independently analyzes complex claims activity, performance data, quality findings, compliance risks, and operational trends to evaluate program effectiveness and identify systemic issues and opportunities for improvement.

The position interprets and applies complex federal and state laws, regulations, policies, and procedures and develops recommendations for program policies, procedures, standards, and improvement strategies. The position provides expert consultation to agency leadership, Veteran Service Officers, accredited veteran service organizations, governmental agencies, and other stakeholders.

The position exercises independent professional judgment within the assigned specialty area, coordinates statewide initiatives, evaluates corrective actions and improvement strategies, prepares high-level reports and recommendations, and represents MVAA in meetings and initiatives involving VSO claims quality, accreditation, compliance, and program performance.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 60

Independently establishes, administers, evaluates, and continuously improves the MVAA statewide quality assurance and claims performance oversight program for all accredited service officers utilizing MVAA's power of attorney for benefits claims submissions. Serves as the agency's staff specialist for program design, implementation, evaluation, quality standards, audit methodology, compliance oversight, and corrective action. Establishes the framework and criteria by which VSO claims activity is evaluated for accuracy, compliance, effectiveness, consistency, and adherence to applicable federal and state requirements. The work directly affects essential agency services and has statewide impact on the quality and effectiveness of veterans' benefits services.

Individual tasks related to the duty:

- Maintain accreditation under 38 CFR 14.629 and required continuing education necessary to perform the specialized functions of the position.
- Develop, establish, and continuously evaluate a comprehensive statewide quality assurance framework for VSO claims activities, including performance standards, quality measures, evaluation criteria, and outcome measures for state, county, and service organization service officers.
- Establish audit methodologies, review protocols, quality standards, and compliance criteria for service officers operating under MVAA's power of attorney; develop and monitor corrective action processes when deficiencies or areas of noncompliance are identified.
- Develop methodologies for conducting complex claims reviews and evaluate accuracy, regulatory compliance, claims development, documentation, consistency, and effectiveness of VSO claims activity.
- Analyze statewide quality assurance findings, claims performance data, and operational information to identify systemic trends, recurring deficiencies, compliance risks, root causes, and opportunities for program improvement.
- Develop, implement, and evaluate statewide improvement strategies based on quality assurance findings, performance analysis, identified risks, and operational trends; monitor the effectiveness of corrective and preventive actions.
- Develop recommendations for changes to statewide policies, procedures, quality standards, training requirements, and operational practices based on quality assurance findings and analysis of program effectiveness.
- Establish and maintain performance measures and analytical methodologies used to evaluate the effectiveness, consistency, compliance, and quality of VSO claims activities.
- Conduct advanced analysis of program data and prepare formal reports identifying performance trends, compliance issues, systemic risks, corrective actions, and recommendations for agency leadership and other stakeholders.
- Provide assistance to department grant program managers in the development, collection, analysis, validation, and quality review of data associated with veteran services programs.
- Interpret and apply complex federal and state laws, regulations, policies, and procedures related to VSO accreditation, claims processing, representation of veterans, and quality assurance; assess operational implications and recommend appropriate program responses.
- Prepare executive-level, legislative, and other high-level reports regarding statewide training, participation, quality, compliance, performance, and program outcomes.

Duty 2

General Summary:

Percentage: 30

Provides expert consultation, specialized guidance, and professional assistance to MVAA, county, and accredited veteran service organization service officers regarding complex claims, accreditation requirements, federal regulations, quality standards, claims processing requirements, and statewide program policies and procedures. Serves as a liaison with governmental agencies, veteran service organizations, and other external partners and coordinates the implementation and interpretation of complex program requirements affecting veterans' benefits services statewide

Individual tasks related to the duty:

- Prepare and analyze reporting metrics and performance information for leadership review, program evaluation, and continuous improvement.
- Serve as the MVAA liaison with the U.S. Department of Veterans Affairs Regional Office in Detroit regarding matters affecting VSO claims quality, accreditation, claims processing, and program requirements.
- Provide expert consultation to Veteran Service Officers regarding complex claims, regulatory requirements, claims development, accreditation, quality standards, and appropriate application of federal and state policies and procedures.
- Analyze complex or disputed claims-related issues and provide guidance regarding applicable laws, regulations, policies, procedures, and quality requirements.
- Coordinate with accredited veteran service organizations and other external partners to address claims quality, appeals representation, accreditation requirements, compliance matters, and implementation of statewide program standards.
- Serve as a liaison with governmental agencies, legislative offices, veteran service organizations, and other stakeholders regarding complex veteran benefits matters within the assigned specialty area.
- Develop and maintain guidance, reference materials, procedures, and other resources necessary to communicate complex federal and state requirements affecting VSO operations and veterans' benefits services.
- Develop and deliver specialized training and instruction related to claims processing, quality standards, accreditation requirements, policy and procedure changes, and other matters within the assigned specialty area.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned.
- Apply advanced analytical and project management skills to develop implementation plans, establish measures and milestones, monitor outcomes, and evaluate the effectiveness of initiatives.
- Lead and coordinate special projects and program initiatives within the Strategic Outreach Division.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Exercises independent professional judgment in the administration, evaluation, and continuous improvement of the statewide VSO quality assurance and claims performance oversight program. Independently determines appropriate methodologies for program review, quality assurance activities, performance analysis, complex case review, compliance assessment, and evaluation of program effectiveness. Makes professional determinations regarding identified quality deficiencies, systemic trends, compliance risks, operational issues, and opportunities for program improvement and develops or recommends appropriate corrective and preventive actions. Independently interprets and applies complex federal and state laws, regulations, policies, and procedures within the assigned specialty area and evaluates their operational implications for VSO claims activities. Decisions affect VSO operations, claim processing practices, quality standards, compliance, training requirements, program procedures, and the delivery of veterans' benefits services statewide.

17. Describe the types of decisions that require the supervisor's review.

Changes to program requirements, policies, and strategies. Development of new programs, policies, and strategies. Activities with agency or state-wide impact.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Typing and filing involving bending or extended period of computer use. Some travel is required.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Management developed PD.

23. What are the essential functions of this position?

The essential functions of this position include independently administering, evaluating, and continuously improving the statewide VSO quality assurance and claims performance oversight program; establishing quality standards, audit methodologies, review protocols, performance measures, compliance criteria, and corrective action processes; conducting complex claims and program reviews; analyzing performance data and quality findings to identify systemic trends, risks, deficiencies, and opportunities for improvement; interpreting and applying complex federal and state laws, regulations, policies, and procedures; developing and recommending program policies, procedures, standards, and improvement strategies; and providing expert consultation to agency leadership, Veteran Service Officers, veteran service organizations, governmental agencies, and other stakeholders.

The position must exercise independent professional judgment, communicate complex information effectively, develop and evaluate program strategies, coordinate statewide initiatives, and make decisions within delegated authority that affect the quality, compliance, consistency, and effectiveness of VSO claims services throughout Michigan.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New Position

25. What is the function of the work area and how does this position fit into that function?

The Veteran Service Officer Section is responsible for the administration and delivery of services involving veterans and their families seeking federal and state veterans' benefits. The section includes the management and service officer functions responsible for providing, coordinating, and overseeing veteran benefits services.

This position functions as the statewide specialist responsible for the quality assurance and claims performance oversight specialty area within the VSO Section. The position establishes, administers, evaluates, and continuously improves the quality assurance program applicable to Veteran Service Officers operating under MVAA's power of attorney and holding primary or cross accreditation.

The position establishes statewide quality standards, audit methodologies, review protocols, performance measures, compliance criteria, corrective action processes, and program improvement strategies. The position evaluates program operations and performance, analyzes complex information from varied sources, interprets applicable laws and regulations, identifies systemic trends and risks, and develops recommendations for changes to policies, procedures, training, and operational practices.

The position serves as the agency's subject matter expert for this specialized program and provides expert consultation to management, Veteran Service Officers, governmental agencies, accredited veteran service organizations, and other stakeholders. The specialty area has significant breadth, depth, complexity, and statewide impact on the quality, compliance, consistency, and effectiveness of veterans' benefits services.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**EDUCATION:**

Possession of a bachelor's degree in any major.

EXPERIENCE:**Departmental Specialist 13 - 15**

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate with others verbally and in writing.
- Extensive knowledge of veteran benefits claims processes, VSO operations, accreditation requirements, claims quality assurance, audit methodologies, program evaluation, performance measurement, and continuous improvement practices.
- Knowledge of applicable state and federal laws, regulations, legislative processes, and privacy requirements including PII, PHI, and HIPAA.
- Knowledge of training design, adult learning principles, and instructional delivery methods.
- Demonstrated ability to independently administer and evaluate a complex statewide specialty program and to develop policies, procedures, standards, guidelines, and implementation strategies from varied and complex sources of information.
- Demonstrated ability to conduct advanced analytical studies; evaluate complex claims and program information; interpret performance data; identify systemic trends, risks, deficiencies, and root causes; and develop appropriate corrective and improvement strategies.
- Demonstrated ability to interpret complex laws, regulations, policies, and procedures and evaluate their operational implications for assigned programs.
- Demonstrated ability to serve as a staff specialist and provide expert consultation to management, employees, governmental agencies, veteran service organizations, and other stakeholders.
- Demonstrated ability to plan, coordinate, and implement complex projects and initiatives involving multiple stakeholders and competing priorities.
- Strong skills in data analysis, report development, and use of standard office and data management software.
- Knowledge of the need, preparation, and use of reports.
- Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknown and numerous contingency factors are involved.
- Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.
- Ability to plan, coordinate, and expedite work projects.
- Ability to interpret complex rules and regulations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must be able to be accredited by a Veteran's Service Organization certified by the USDVA as a result of completing a Basic Benefits Course and the Training, Responsibility, Involvement, and Preparation of Claims (TRIP) Program.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

ALEC THELEN

9/15/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date