

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A

Position No: 830-140-1139-001

Date:

Class: Office Technician (Typing)

Name:

Under general direction of the Supervisor II of the Northern California Veterans Cemetery, the incumbent performs clerical duties associated with the operation and maintenance of the state veteran's cemetery. These efforts are intended to assure honorable and dignified burials of eligible decedents in a consecrated sanctuary. Duties include, but are not limited to: providing front office support to the Supervisor II and office staff, burial and support services, funeral directors, veteran's organizations, military organizations and families being served; assist in the creation of cemetery policies, procedures and administrative functions for the cemetery.

**Percentage of
time performing
duties:**

ESSENTIAL FUNCTIONS

35%

Mainline reception for the Veterans Cemetery. Handle public inquiries by telephone or in person. Provide information in matters pertaining to the cemetery; meet with the military and veterans service organizations, clergy, public, including relatives and friends of decedents buried in the cemetery, establish and maintain positive relationships. Schedule appointments. Screen and direct incoming correspondence to appropriate staff for response.

25%

Receive and review interment applications assuring proper entry into the Federal Burial Operating Support System (BOSS) to include: scheduling, headstone data entry, headstone release and other requirements to assure timeliness and accuracy of the system. File applications both electronically as well as hard files to assure they can be retrieved as necessary. Update the cemetery kiosk as updates become available. Verify existing records and layout maps to assure the proper placement of remains. Process burial permits as required by state law. Reorder headstones and niche covers as necessary.

20%

Assist in arranging, coordinating and scheduling interments and funeral services. Prepare all required documentation for families and field staff. Assure all documentation is received and correct to include: burial permits, military discharge documents and verify headstone information forms. Follow failsafe procedures for verification of proper gravesite placement.

10%

Maintain essential records and required record keeping systems, assist in maintaining record keeping and inventories, initiate correspondence, reports, data collection, and proposals.

NON-ESSENTIAL FUNCTIONS

5%

Assist with and provide backup support as needed for burial service ceremonies.

5%

Other related duties as assigned.

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|--|---------------------|----------------------|-------------------|-------------------|--------------------|
| Class: Office Technician (Typing) | Name: | | | | |
| PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS | | | | | |
| Activity | Not Required | Less than 25% | 25% to 49% | 50% to 74% | 75% or More |
| VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents. | | | | | X |
| HEARING: Answer telephone; communicate with department managers, department staff; provide verbal information. | | | | | X |
| SPEAKING: Communicate with staff and the public in person and via telephone; interact in meetings. | | | | | X |
| WALKING: Within the state veterans cemetery. | | X | | | |
| SITTING: Work station, meetings and training. | | | | | X |
| STANDING: Copy documents; review records. | | X | | | |
| BALANCING: | | X | | | |
| CONCENTRATING: Application processing; reviewing documents; filing; providing information and managing committal service. | | | | | X |
| COMPREHENSION Understanding needs of operational; administration operation; and policies and procedures. | | | | | X |
| WORKING INDEPENDENTLY: Must be able to apply laws, rules and processes with minimal guidance. | | | | | X |
| LIFTING UP TO 10 LBS OCCASSIONALLY: | | | | | X |
| LIFTING UP TO 20 LBS OCCASSIONALLY AND/OR 10 LBS FREQUENTLY: | | X | | | |
| LIFTING UP 25-50 LBS OCCASSIONALLY AND/OR 20 LBS FREQUENTLY: | | X | | | |
| FINGERING: Push telephone buttons, calculator keys, and computer keyboard. | | | | | X |
| REACHING: Answer telephone; use a mouse; print documents on desk printer. | | | | X | |
| CARRYING: Transport documents, mail. | | X | | | |
| CLIMBING: Stairs. | | X | | | |
| BENDING AT WAIST: Use copier; access low file drawers. | | | X | | |
| KNEELING: Access low file drawers. | | X | | | |
| PUSHING OR PULLING: Open and close file drawers. | | | X | | |
| HANDLING: Sort paperwork; distribute mail. | | | | | X |
| DRIVING: Special events. | | X | | | |
| OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine. | | | | | X |
| WORKING INDOORS: Enclosed office environment. | | | | | X |
| WORKING OUTDOORS: Special events. | | X | | | |
| WORKING IN CONFINED SPACE: File, supply, storage rooms, etc. | X | | | | |

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation.

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____