

DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

PART A	
Position No: 830-140-5393-006	Date:
Class: Analyst II	Name:
Under the supervision of the Supervisor II/Operations Manager of the California Veterans Cemeteries, the incumbent represents the cemetery at interment services and performs the more complex analytical duties associated with the operation of the State Veterans Cemetery located in Igo, CA. The incumbent performs a wide variety of tasks such as interment and burial activities, administrative duties, procurement and contract services, and budget-tracking tasks that require a high degree of responsibility and analytical understanding of details. Additional duties include, but are not limited to, serve as liaison and cemetery representative for Yountville Cemetery interments, tracking of all reimbursements, purchase of goods and services, ensuring all reimbursements and/or payments are accurate and made on a timely basis. Incumbent must be a self-starter, consistently practice the principles of Completed Staff Work, demonstrate an understanding of administration and organizational management, must communicate clearly and effectively, both orally and in writing, have great attention to detail, and must maintain cooperative working relationships in a team environment. The incumbent must gain access to the Burial Operations Support System (BOSS) within 6 months of hire, which requires a Federal Background Check in accordance with the Code of Federal Regulations.	
% of time performing duties:	ESSENTIAL FUNCTIONS
35%	Interment, Burial and Tracking Activities: Process interment and pre-need applications. Research and use sound judgement to interpret and apply statutes, regulations, policies, and procedures to specific Cemetery related issues and provide recommendation to resolve problems. Arrange, coordinate, and schedule interments and memorial services. Assign gravesites and maintain active burial sections in BOSS. Print bi-monthly burial registry for the lobby. Order headstones and track delivery and placement within required timelines. Enter burial data into the Federal Burial Operating Support System (BOSS) and VetPro databases and internal tracking spreadsheets. Compile and ensure accuracy of required documentation for families and field staff, such as burial permits, military discharge documents, and monument inscription forms. Maintain complex filing system to ensure immediate retrieval of a decedent file. Follow failsafe procedures for planning of proper graveside placement. Meet with decedent families prior to interment/service to discuss monument inscription form, and address needs and concerns. Make recommendations best suited for the family. Communicate with military honor guards prior to service to ensure sequence of events. Occasionally, conduct interments and services by speaking in front of a large crowd in a ceremony type atmosphere, ensuring all components are organized, dignified, and controlled in a professional business fashion. Be able to adjust to changing situations and determine quick solutions. Perform these critical tasks with sensitivity, such as carrying cremated remains to the columbaria walls. Communicate with field staff to ensure burial is complete and verified. Upon completion of burial, finalize required burial documentation and close decedent file. Review engraved headstones and niche covers, checking for accuracy and condition received, and reorder when necessary. Provide training, assistance, and guidance to staff, volunteers, work-study, and other support personnel. Serve as a liaison and cemetery representative for Yountville Cemetery interments. Travel to Yountville once a month to conduct monthly interment service and proper paperwork is completed.
30%	Administrative Support Services: Handle public inquires by telephone and in person. Provide detailed information in matters pertaining to the cemetery. Meet with

	military, federal, state and local government agencies, veterans' services organizations, public service and fraternal organizations, clergy, public, as well as relatives and friends of the decedents interred at the Cemetery to establish and maintain positive relationships. Prepare and maintain a filing system, process incoming mail, prepare correspondence, reports, data collection, and proposals. Assist in furthering the goals of the Cemetery through participation in special services, ceremonies, activities, and civic and community events. Attend cemetery foundation meetings. Serve as primary trainer for cemetery representative functions across sites.
15%	Procurement and Contract Services: Back up Assistance with the procurement of goods and services. Interact with Cemetery staff and operations manager to identify goods and services that are needed to keep Cemetery operating efficiently. All purchase of non-IT and IT must be entered into the Financial Information System for California (Fi\$Cal). Selection of appropriate procurement method for purchases. Works closely with the Office of Procurement and Contracts following all applicable laws, policies and procedures as set forth in the Division of Procurement and Contracts Acquisitions Manual and all other applicable manuals and guides therein. Monitor and maintain contract and purchase request expenditures to ensure sufficient funding are available to pay for all services/materials rendered as required in the contract and purchase requests, monitor expenditures and approve invoices for timely payment. Monitor invoices or billing statements for DVBE goal or DBE percentage attainment. Meet with vendors either in person or by phone regarding products and arrange for the return of damaged, incorrect, or substandard item. Track all procurement requests from initiation to receipt of goods and services. Verify vendor compliance with state mandated requirements and forward any complaints to CalVet headquarters for investigation. Maintain detailed filing system tracking paper files and save and organize all electronic documents to the database.
15%	Budget Analyst Activities: Backup Assistance with developing, analyzing, and monitoring the cemetery budget. Track all allocations, expenditures and receivables. Establish and maintain essential records and required record keeping systems. Track the funds received from donations, dependent fees, and veteran reimbursement claims from the USDVA. Communicate with CDVA Accounting Department. Prepare and submit veteran reimbursement claims and annual reports to the USDVA.
NON-ESSENTIAL FUNCTIONS	
5%	Other duties as assigned.

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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; inspect committal shelter and other cemetery facilities					X
HEARING: Answer telephone, communicate with Administration, department managers, department staff; provide verbal communication					X
SPEAKING: Communicate to the public in person and via telephone; interact in meetings, conduct memorial services					X
WALKING: In the office and on cemetery grounds					X
SITTING: Work station; meetings; training			X		
STANDING: Copy documents; file; review records; conduct services					X
BALANCING: Interment operations					X
CONCENTRATING: Review documentation for accuracy; complete forms; research laws, rules and processes; make decisions on proper gravesite placement					X
COMPREHENSION: Understand public needs as related to the cemetery; laws, rules, regulations, policies, procedures; content of meetings, training, and work discussion; facilitate; family burial needs and requests.					X
WORKING INDEPENDENTLY: Must be able to apply laws, rules, and processes with minimal guidance				X	
LIFTING UP TO 10 LBS:			X		
LIFTING 10-25 LBS:			X		
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard				X	
REACHING: Answer telephone; use a mouse; print and retrieve documents				X	
CARRYING: Transport documents, flag, cremated remains				X	
CLIMBING: Incline on cemetery grounds			X		
BENDING AT WAIST: Use copier, access low file drawers, interment ceremony			X		
KNEELING: Access low file drawers, placing urn during interment			X		
PUSHING OR PULLING: Open and close file drawers; interment ceremony			X		
HANDLING: Sort paperwork; distribute mail; interment ceremony items			X		
DRIVING: Golf carts			X		
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine				X	
WORKING INDOORS: Enclosed office environment				X	
WORKING OUTDOORS: Interment services, placements, burials; all weather conditions				X	
WORKING IN CONFINED SPACE: File, supply, storage rooms, vehicle operation, 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 _____ Date _____