

DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

PART A	
Position No: 830-120-5393-816	Date:
Class: Analyst II	Name:
Under the direction of the Veterans Services Division (VSD) Supervisor I, the incumbent performs journey level duties as a veteran benefits program analyst specifically acting as a Veteran Service Representative (VSR) subject matter expert. The incumbent facilitates the development of materials, attendance, and accreditation maintenance applicable for implementation of the California Veterans Services Representative Academy (CVSRA, aka: VetRep Academy), the California Department of Veterans Affairs (CalVet)-sanctioned County Veterans Service Officer (CVSO) training conferences and other continuing education, and coordinates with U.S. Department of Veterans Affairs (USDVA) to obtain systems access and Personal Identity Verification (PIV) cards. The incumbent must attain and maintain USDVA accreditation in accordance with Title 38 of the U.S. Code and the Code of Federal Regulations within six months of hire for USDVA systems access and a PIV card within 12 months of hire. The incumbent shall maintain subject matter expertise in: veteran benefits, veteran benefit claims filing processes, and USDVA systems access processes. Travel is required.	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
50%	Develop, coordinate, and facilitate the division's education and training programs in support of improving the expertise of CalVet and VSRs who provide USDVA claims assistance and representation to veterans, primarily within CVSO offices, but also to cover the broadest spectrum of VSRs including CalVet staff, CVSOs, other CVSO employees, other veteran service organizations, tribal VSRs, and veteran service providers. Administer the accreditation exams, track metrics, provide recommendations for improving training to VSD management. Develop a system to identify veteran services operations best practices with an emphasis on CVSO operations; establish program to develop and foster statewide implementation of those practices. Maintain and actively lead and participate in the development and delivery of CVSO training conference planning and execution.
25%	Provide assistance to CalVet and CVSO staff applying for and acquiring USDVA systems access and PIV cards. Collaborate with the USDVA Regional Office staff regarding procedures and guiding CVSO and CalVet staff through the process. Administer access to the Defense Personnel Records Information System (DPRIS) for CalVet and CVSOs.
20%	Independently research veteran issues; answer correspondence and general inquiries regarding veteran benefits; provide program assistance, technical interpretation and consultation related to state and federal veteran benefits. Participate in various conferences, seminars, meetings and training sessions to promote veteran benefits. Provide public service-counter level veteran benefits counseling, and telephone assistance for veterans.
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

(Revised 8/24/2026)

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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.					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 department to various units.			X		
SITTING: Work station; meetings; training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Determine needs of management and provide information; prepare various reports and documents; gather data; research and analyze statistical information.					X
COMPREHENSION: Understand and interpret instructions and analyze data; understand policies and procedures.					X
WORKING INDEPENDENTLY: Understand needs of callers; understand policies and procedures.					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; retrieve documents from printer.				X	
CARRYING: Transport documents.		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 _____

(Revised 8/24/2026)