

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A	
Position No: 831-116-5157 001	Date:
Class: Analyst I	Name:
Under the general supervision of the Supervising Property Agent in Loan Servicing Operations, the Analyst I performs support, and customer service duties related to collection, cancellation, and reposessed property (REO) functions.	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
45%	Work during public business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. Perform analytical and administrative work to support the Default Servicing Operations Unit Managers and division staff. Under supervision, research, gather, reconcile, interpret, and analyze loan servicing data, customer account information, delinquency trends, cancellation activities, and program workflows to support operational decision-making. Evaluate existing procedures, identify areas needing revision, and recommend updates to improve efficiency and ensure compliance with State regulations and VA (USVDA/VALERI) reporting requirements. Analyze incoming customer inquiries and case information to determine appropriate actions and develop solutions. Review, process, and reconcile customer payments, electronic funds transfers, and disbursement activities; identify discrepancies; and coordinate with accounting to resolve variances. Prepare delinquency letters and cancellation documentation by evaluating account status, historical records, and required regulatory steps. Analyze and compile delinquency data and cancellation metrics to prepare accurate reports for USVDA through VALERI. Assist with administrative compliance reviews, monitor workflow continuity, and evaluate cancellation program operations to ensure adherence to established policies and procedures. Develop and update desk procedures, workflow guidelines, and documentation standards for division staff. Coordinate with colleagues, management, and stakeholders to gather information, support program analysis, and assist with implementation of operational improvements. Act in the absence of other Analysts to ensure continuity of analytical work and completion of assignments.
35%	The Analyst I researches, interprets, and disseminates sensitive and detailed information related to CalVet accounts, loan contracts, departmental policies, statutes, and regulations. This includes applying and referencing the Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract provisions, California Code of Regulations–Title 12, and other program resources to ensure accurate and consistent guidance. The incumbent develops and maintains effective professional

15%	working relationships and provides a high level of customer service to internal and external stakeholders. Duties include analyzing and resolving customer issues involving complex account discrepancies, forms, documents, policies, and procedures. The Analyst I reviews, evaluates, and responds to electronic and written correspondence by interpreting program requirements, identifying the appropriate course of action, and ensuring responses are timely, compliant, and aligned with departmental standards. The Analyst I participates in program functions that support the Default Servicing Operations Units and overall divisional objectives. Duties include researching, requesting, and tracking VA appraisal reports, preliminary title reports, litigation guarantees, and date downs to ensure accurate and complete documentation for loan servicing and cancellation processes. The incumbent evaluates incoming documentation for completeness, identifies discrepancies, and coordinates with external entities and internal staff to resolve issues. The Analyst I prepares for and participates in unit and division meetings by compiling relevant data, documenting action items, identifying workflow impacts, and providing analytical input to support operational planning. The incumbent assists in developing and updating procedural guidance and contributes to discussions regarding program improvements, workload trends, and compliance requirements.
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

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PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Require d	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 Administration; department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff and the public in person via telephone; interact in team meetings.					X
WALKING: Within the agency to various units.	X				
SITTING: Workstation; teams' meetings; teams' 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 data; understand laws, rules, regulations; policies and procedures; content of meetings, training and work discussions.					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				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 documents via email					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 in this Duty Statement and I can perform these duties with or without reasonable accommodation.

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____