DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

PART A

Position No: 830-175-5393-808	**Date:**
Class: Analyst II (CalTAP Training Coordinator)	**Name:**

Under the supervision of the Supervisor I in the Veterans Services Division (VSD), California Transition Assistance Program (CalTAP) unit, the incumbent will provide ongoing analytical duties and assist in developing, and implementing the curriculum for and efficacy of the CalTAP program. The incumbent will assist in planning, organizing, and facilitating in-person trainings throughout the State, and collect metrics with participants and external stakeholders to ensure relevance and compatibility with target population. The incumbent will also assist in the maintenance of the CalVet Service Provider database, assists VSD management in the collection and analysis of veteran demographic and needs-based information, and directly assists constituents with service needs. The incumbent will learn the principles, practices, and forms of veterans services at the national, state, county, and local levels; acquire knowledge of veterans service providers at the aforementioned levels; analyze data and present information effectively orally and in writing. This position requires approximately 25% travel.

Percentage of time performing duties:	**ESSENTIAL FUNCTIONS**
35%	Plan and facilitate in-person CalTAP trainings throughout the State through the development of the curriculum; identifying and securing venues; producing and providing training materials; promoting the event; scheduling presenters; hosting presenters to ensure their needs are met; ensuring the venue is set-up; distributing materials to students; and attending to all issues related to CalTAP training. Conduct and analyze post-event surveys of students and service providers.
20%	Research service providers at the national, state, county and local levels. Conduct and analyze surveys of veterans and service providers regarding the quality and scope of service providers' work; present results to VSD leadership. Use survey results to inform outreach efforts and lists of invitees for in-person CalTAP trainings. Use research and survey results to update the CalVet Service Provider database; validate and update contact information and other details for each Service Provider; review database on a monthly basis to ensure all information is complete and accurate.
15%	Work closely with the other Analyst's in VSD to conduct and/or review studies about veteran demographics, veteran's family demographics, and service needs for veterans and their families, in the state of California. Identify data trends; make recommendations based on data results; formulate policies to improve service delivery. Provide and/or review analysis of survey results to incorporate data analysis and other data sources to modify and update the curriculum.
15%	Research, analyze, and respond to various inquiries received by constituents with requests for assistance or information; connect constituents with service providers; provide referrals to public agencies; research constituent issues to provide comprehensive responses and referrals via phone, letters, email, or in person.
10%	Represent the Department at meetings with federal, state, and local governmental agencies, and private and public veteran organizations on veteran benefits and services as necessary.
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

Position No: 830-175-5393-808	Date:
Class: Analyst I (CalTAP Training Coordinator)	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 department to various units.			X		
SITTING: Work station; meetings; training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Develop recommendations based on metrics collected; log data and perform data analysis; prepare various reports and documents.					X
COMPREHENSION: Understand the needs of stakeholders and partners; understand policies and procedures regarding veteran benefits and services in California.					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 9/15/26)