State of California
California Department of Veterans Affairs

DUTY STATEMENT

DATE APPOINTED	PROGRAM	UNIT	☐ CURRENT ☒ PROPOSED
DATE LAST REVIEWED: November 2, 2026	ADMINISTRATIONS		

CIVIL SERVICE CLASSIFICATION	WORKING TITLE	POSITION NUMBER (Agency – Unit – Class – Serial)
MANAGER II	DIRECTOR OF OPERATIONS	573-112-4802-001

WORK LOCATION	WORK SCHEDULE (Days & Hours)	TENURE	TIME BASE
VHC – YOUNTVILLE	MONDAY-FRIDAY 8:00am – 5:00pm	PERMANENT	FULL-TIME

INCUMBENT (If Known)	COI (Yes or No)	WWG	CBID
	Yes	E	M01

Under the direction of the Deputy Administrator, Veterans Home of California, Yountville, the Manager II (Director of Operations) has full responsibility for developing policies and has decision-making authority in support of the overall mission, objectives, organizational plan, and strategic direction of General Services and Food and Nutrition Services. In addition, the Manager II provides strategic support, expert guidance, and creative solutions to Executive and Home staff, while ensuring adherence and compliance with the State of California's civil service laws, rules, and regulations.

% of time performing duties	ESSENTIAL FUNCTIONS
35%	Plan, organize, and direct through subordinate managers and supervisors the General Services and Food and Nutrition Services of the Home. Provide oversight, supervision, and direction of, but not limited to, General Services and Food and Nutrition Services.
35%	Develop, revise, implement, maintain and evaluate standards, policies and procedures to ensure they are aligned with the Agency's strategic goals and its mission. Work closely and cooperatively with agency staff, legal staff, Department of Generals Services, the public, and the Homes staff. Implement, update and maintain necessary tracking systems.
20%	Research, analyze and develop solutions to the most sensitive and complex operations issues. Perform special projects as requested by Homes Deputy Administrator and Administrator. Assist in the development of the Home's strategic plan and establish program performance objectives in support of the Agency's goals. Maintain compliance with required Relias Trainings, Fi$cal and other relevant trainings related to general services, contract management, survey compliance, etc.
5%	Select and train personnel for key positions and evaluate their performance. Promote favorable public relations and address residents and other interested groups on the programs at the Home. Represent the Home and California Department of Veterans Affair (CALVET) to the community.
	NON-ESSENTIAL FUNCTIONS
5%	Participates in special projects as needed and performs other job-related duties within the scope of the classification.

OTHER

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. Incumbent must be able to use good judgment in managing their time and workload (i.e., meeting multiple and sometimes conflicting deadlines). The incumbent must at all times demonstrate professional behavior when interacting with CalVet staff, administrators,

presenters/trainers, community special interest groups, and members of the public. *Some travel may be required (i.e., travel to off-site conferences, meetings or training).*

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 Administration, 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: Review documentation for accuracy; complete forms; calculate pay, time and attendance; research laws, rules and processes.					X
COMPREHENSION: Understand employee needs as it relates to Human Resources; laws, rules, regulations, policies and procedures; content of meetings, trainings and work discussions; facilitate the dynamic of team work.					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; 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			

CONFLICT OF INTEREST (if applicable):

☒ Conflict of Interest Filing (Form 700) required ☐ Not applicable

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The employee is required to complete Form 700 within 30 days of appointment and once per year.

Failure to comply with the Conflict of Interest Code requirements may void this appointment.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE STATEMENT

- ***I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR***
- ***I HAVE RECEIVED A COPY OF THE DUTY STATEMENT***
- ***I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION***

EMPLOYEE NAME (Print)	**EMPLOYEE SIGNATURE**	**DATE**

SUPERVISOR STATEMENT: ***I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR NAME (Print)	**SUPERVISOR SIGNATURE**	**DATE**
HUMAN RESOURCES NAME (Print)	**HUMAN RESOURCES SIGNATURE**	**DATE**