



Program Technician II Job Bulletin Permanent, Full Time

The California Student Aid Commission (CSAC) is searching for a Program Technician II (PT II). In this role, you will provide direct program and technical support in a high-volume call center. As a PT II, you will provide high quality customer service to our clients, respond to emails, and work key student forms. You will use your knowledge and application of the appropriate laws, rules, and regulations of CSAC's programs to provide customer service to our clients.

Read more details about this opportunity at [CalCareers](#).

About you: You are a skilled technician who enjoys working in a fast-paced environment. The following bullet points describe you:

- You are dependable and punctual, working hours are 8:00 a.m. to 5:00 p.m. and are non-negotiable.
- You work well independently and as part of a team.
- You have prior customer service experience.
- You have strong communication skills.
- You can handle multiple tasks and changing priorities.
- You perform well under pressure on time-sensitive and high-priority projects.
- You are proficient in Microsoft Office software packages.
- You are familiar with the field of education or student financial aid programs.
- Speaking Spanish is **desirable**.

Location:

CSAC's Headquarters
11120 International Drive, Suite 100
Rancho Cordova, CA 95670

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on the California Student Aid Commission's current telework policy. While the California Student Aid Commission supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. The selected candidate may be required to conduct business travel on behalf of the

Department or commute to the headquartered location. Business travel reimbursements consider an employee's designated Headquarters Location, primary residence, and may be subject to change by the California Department of Human Resources. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Salary: \$3,613.00 - \$4,528.00 per month.

Benefits: Benefit information can be found on the [CalHR](#) website and the [CalPERS](#) website.

Last Day to Apply: May 3, 2024

What you'll do:

- Respond to grant programs and other complex financial aid issues.
- Provide technical support to:
 - ✓ Students and parents
 - ✓ Financial aid administrators
 - ✓ Other CSAC staff
- Apply consistent knowledge of financial aid programs administered by the Commission.
- Key incoming student forms.
- Achieve and maintain call center key performance indicators.
- Identify and report system issues.

About the CA Student Aid Commission

The CSAC, located in Rancho Cordova, is the principal state agency responsible for administering approximately \$3 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. CSAC's mission is to promote education equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

About the Program Administration and Services Division

The Program Administration and Services Division (PASD) exists to support CSAC's stakeholders through customer service and operations. It is responsible for the management, training, administration, and processing of the Commission's financial aid programs including the Cal Grant, California Dream Act, Middle-Class Scholarship, Chafee Grant for Foster Youth, Golden State Teacher Grant, and other specialized programs.

Diversity, Equity, and Inclusion at CSAC

Diversity Statement: Here at the CSAC, we want all of our employees to feel respected, valued, appreciated, and equipped to thrive. CSAC encourages employees to work together to fuel the creativity and innovation process necessary to serve our customers well. This commitment fosters an inclusive work environment where all backgrounds, cultures, and personal experiences are honored as we join in common cause to make college affordable for all California students.

The State of California is an Equal Employment Employer to all, regardless of age, ancestry, color, disability (mental and physical, exercising the right Family Care and Medical Leave), Gender, Gender Identity or Expression, Genetic Information, Marital Status, Medical Condition, Military or Veteran Status, National Origin, Political Affiliation, Race, Religious Creed, Sex (includes Pregnancy, Childbirth, Breastfeeding, and related medical conditions), and Sexual Orientation of any person.