



Classification: Program Technician II
Title: Program Technician II
Salary: \$2,758.00 - \$3,455.00
Posted: 12/22/2016

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$1.8 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a gorgeous office building near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

About the Commission's Programs

The Program Administration and Services Division (PASD) is responsible for the management, administration and processing of the Commission's programs including the Cal Grant, California Dream Act, Middle Class Scholarship, and outreach programs including the California Student Opportunity and Access Program (Cal-SOAP), and Cash for College.

The Program Technician II is a member of the PASD, Customer Relations Branch team, which is comprised of highly motivated, collaborative professionals. We are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Highlights of the Job

Under general supervision of the Customer Assistance and Processing Branch Manager, the Program Technician II is the journey level of the Program Technician Series and provides customer service in a high volume call center, to students, parents, school financial aid administrators, and the general public. A thorough and detailed knowledge and application of the appropriate laws, rules, and regulations pertaining to this Program is needed to provide high quality customer service to our clients. A high degree of independence, good judgment, and proficiency is required at this level. Work is subject to review.

Preferred Qualifications

- Must be dependable and punctual, working hours are 8:00 a.m. to 5:00 p.m. and are non-negotiable.
- Ability to work in a telephone inquiry unit where electronic client records must be accessed and updated quickly and accurately.
- Ability to demonstrate patience, tact, flexibility, and good organizational skills.
- Ability to learn operational knowledge of program office equipment and computer systems.
- Ability to learn the technical aspects of the program for completion of daily assignments, which include processing applications, and corresponding via phone and email.
- Strong communication skills are required for this position.
- Writing and speaking Spanish is preferred.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/pages/9927.aspx>.

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 25)), or currently in a Program Technician II position. All methods of appointments, including Training and Development (T&D) Assignments and all tenures and time bases will be considered. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

How to Apply/Final Filing Date

Please reference **RPA #16-044/16-045, JC-47614, Position #270-704-9928-XXX**, Program Technician II, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Applications and résumés will be accepted **Until Filled**, and can be submitted electronically through your CalCareer account at www.jobs.ca.gov, in person at:

California Student Aid Commission
ATTN: Recruitment, Personnel Services
11040 White Rock Rd.
Rancho Cordova, CA 95670

You may also submit your application by mail to:

California Student Aid Commission
ATTN: Recruitment, Personnel Services
P.O. Box 3210
Rancho Cordova, CA 95741-3210

Applications will not be accepted by fax or e-mail.

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), 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), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANT



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Program Technician II
Working Title:	Customer Service Representative
Position Number:	270-704-9928-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	July 21, 2016
Effective Date:	

Function: *(Summary of Responsibilities)*

Under general supervision of the Customer Assistance and Processing Supervising Program Technician II, the Program Technician II, the Program Technician II is the journey level of the Program Technician Series and provides customer service in a high volume call center, to students, parents, school financial aid administrators, and the general public. A thorough and detailed knowledge and application of the appropriate laws, rules, and regulations pertaining to this Program is needed to provide high quality customer service to our clients. A high degree of independence, good judgment, and proficiency is required at this level. Work is subject to review.

Reporting Relationships:

Reports directly to the Supervising Program Technician II and to the Staff Services Manager I, as needed or instructed, of the Customer Assistance and Processing Unit.

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

The Program Technician II in the Customer Assistance and Processing Unit is assigned to an automatic call distributing system that delivers customer service calls. At other times, staff responds to email inquiries or keys incoming student forms. Volume is cyclical so ratio of these functions changes month to month.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- 45% Responds to the more difficult and sensitive incoming telephone calls from students, parents, school financial aid administrators as well as the financial aid community; utilizing knowledge and understanding of current legislation and regulations, in accordance with established policies, guidelines, and current Commission practices. Applies rules and regulations of the Information Practices Act and the Public Records Act when disclosing client information to students, parents, school financial aid administrators, and the general public. Acts as Lead, and assists with training new program staff.
- 25% Utilize personal computer skills to document client contacts and input client information as instructed. Handle the most sensitive calls from our clients as well as irate clients in a professional manner referring them to a supervisor as needed/instructed. Provide accurate, prompt, and courteous service in the performance of all duties.
- 15% Review and process a variety of the most difficult, sensitive in nature, semi-technical supplemental program forms, correspondence and/or respond to customer e-mails.
- 10% Tracks and log appeals as well as gathers telephone statistics for the Program.

Non-Essential Functions:

- 5% Cross-train with other division branches by assisting with workload backlog as needed.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act

V. Physical Requirements:

Works in an office setting with artificial lighting and temperature control. Sitting and standing requirements consistent with office work. Ability to operate and utilize office machines such as copiers, faxes, calculators, personal computer, telephone systems, projectors, and video cameras.

VI. Working Conditions:

These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

VII. Attendance:

Must maintain regular and acceptable attendance at such level as is determined in the Commission's sole discretion.

Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.