



Classification: Associate Governmental Program Analyst  
Title: Program Analyst  
Permanent, Full-Time  
Salary: \$5,149.00 - \$6,446.00\*  
Posted: March 25, 2021  
**Final Filing Date: Until Filled**

**NOTE: Salaries do not reflect recent changes necessitated by the unanticipated budget shortfalls arising from the COVID-19 pandemic. Information for actual reductions of salaries is available in the Human Resources Manual, Section 2113, Personal Leave Program (PLP) at <http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2113>.**

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering approximately \$3 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The mission of the California Student Aid Commission is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

### **About the Commission's Programs**

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

The Specialized Programs Branch focuses on service to internal and external customers and stakeholders through training, operations, customer service and project work around institution issues and specialized programs.

### **Highlights of the Job**

Under general direction of the Specialized Programs Unit Manager, the Associate Governmental Program Analyst (AGPA) oversees and supports one or more of the programs within the Programs and Services Administration Division (PASD), Specialized Programs Unit. The AGPA resolves issues with a high level of customer service, effective oral and written communication skills and interpersonal abilities. The AGPA is responsible for resolving program and policy issues for internal staff and stakeholders. The AGPA applies federal and state laws, regulations, rules, policies and procedures required to effectively complete assignments related to the California Student Aid Commission (Commission) Specialized programs. The AGPA will take responsibility for specific projects and programs, review and provide input on contracts, perform in-depth analysis and provide recommendations for

management with regard to program operations, prepare correspondence, serve as the Commission's liaison, may provide training and participate in workgroups.

### **Preferred Qualifications**

- Provide outstanding customer service.
- Excellent written and verbal communication skills.
- Expert in Microsoft Office software packages.
- Strong interpersonal, analytical, and organizational skills.
- Ability to work well independently and as part of a team.
- Ability to handle multiple tasks and changing priorities.
- Ability to perform well under pressure on time-sensitive and high priority projects.

### **Statement of Qualifications**

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidate's education, training, experience, and skills relate to the primary duties of this position. The SOQ should be typed in 12-point Arial font and be no more than one page in length. Cover letters and résumés are not considered an SOQ. Please clearly state on your document "Statement of Qualifications." Applications received without an SOQ will be rejected.

### **Who Should Apply**

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Associate Governmental Program Analyst classification.

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 250), or currently in a Staff Services Analyst position. 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 [Associate Governmental Program Analyst](#) classification. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

### **How to Apply/Final Filing Date**

Please reference **RPA #20-046, JC-245107, Position #270-704-5393-XXX**, Associate Governmental Program Analyst, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), and Statement of Qualifications, submission of a résumé is optional. Applications and Statements of Qualifications will be accepted **Until Filled**.

Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at [www.jobs.ca.gov](http://www.jobs.ca.gov). Please contact the Personnel Office at (916) 464-8910 or email at [Personnel@csac.ca.gov](mailto:Personnel@csac.ca.gov) if you need assistance with the electronic application process.

Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission  
P.O. Box 3210  
Ranch Cordova, CA 95741-3210  
Attn: Personnel-Recruitment

CA Student Aid Commission  
11040 White Rock Road  
Rancho Cordova, CA 95670  
Attn: Personnel-Recruitment

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL, EXERCISING THE RIGHT TO 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 ORENTATION OF ANY PERSON.

IT IS AN OBJECTIVE 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 SERVANTS.

# CALIFORNIA STUDENT AID COMMISSION

## DUTY STATEMENT

### Position Identification:

Employee Name:	Vacant
Classification:	Associate Governmental Program Analyst
Working Title:	Associate Governmental Program Analyst
Position Number:	270-704-5393-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	March 22, 2021
Effective Date:	TBD

### Function (Summary of Responsibilities):

Under general direction of the Specialized Programs Unit Manager, the Associate Governmental Program Analyst (AGPA) oversees and supports one or more of the programs within the Programs and Services Administration Division (PASD), Specialized Programs Unit. The AGPA resolves issues with a high level of customer service, effective oral and written communication skills and interpersonal abilities. The AGPA is responsible for resolving program and policy issues for internal staff and stakeholders. The AGPA applies federal and state laws, regulations, rules, policies and procedures required to effectively complete assignments related to the California Student Aid Commission (Commission) Specialized programs. The AGPA will take responsibility for specific projects and programs, review and provide input on contracts, perform in-depth analysis and provide recommendations for management with regard to program operations, prepare correspondence, serve as the Commission's liaison, may provide training and participate in workgroups. The incumbent works collaboratively as a part of a team during peak periods. The incumbent employs professionalism, precision, and courtesy in the performance of all duties.

### Reporting Relationships:

Reports directly to the Staff Services Manager I in the Specialized Programs Unit of the Program Administration and Services Division.

### 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 mission of the California Student Aid Commission is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach 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, Middle Class Scholarship, Chafee Grant for Foster Youth, Every Kid Counts, Assumption Program of Loans for Education, Law Enforcement Personnel Dependents Scholarships, California National Guard Education Assistance Awards, and John R. Justice Grants, and other programs as directed by management.

The Specialized Programs Branch focuses on service to internal and external customers and stakeholders through training, operations, customer service and project work around institution issues and specialized programs.

### **Job-Functions:**

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

- 30% With direction from the Specialized Programs Manager, act as program coordinator to facilitate program operations for the Chafee Grant Program for Foster Youth and other Specialized Programs as directed, exercising good judgment to accomplish work assignment objectives and goals. Organize and compile data and information to create and populate reports, ensuring accuracy and efficacy. Communicate effectively, both written and verbally, with internal and external stakeholders, management, and staff. Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments. Establish timelines for completion of projects and assignments and provide status and progress reports to management as requested. Provide or coordinate training as directed. Effectively collaborate to provide and meet service expectations.
- 25% Apply knowledge of financial aid programs administered by the Commission and knowledge of federal/state legislation and regulations in order to resolve difficult and complex program issues, process program applications, appeals, forms, assist with training unit staff, and prepare correspondence to lenders and student participants. Collaborate with staff from all units to identify and analyze program business and data systems problems and needs. Research and create written documents and proposals describing business needs and issues.
- 25% Creates and/or reviews analytical transactional reports and surveys; formulates procedures, policies, and program alternatives to improve average handle time and first contact resolution. Processes student participant reinstatements, withdrawals, and special requests as well as reevaluates and reprocesses award issues. Tracks and provides updates and results on volume and type of transactions for reporting purposes.
- 10% Researches, reviews, documents, and prepares written internal procedures, protocols, and manuals that address program operational processes. Presents at Commission workgroups, outreach events, and to stakeholder groups as requested.

**Non-Essential Functions**

- 5% Review and provide input and feedback to Commission operation and technical communications as well as policy initiatives/proposals, reports, memoranda, and documents. Participate at specified events, meeting, and conferences; including Commission meetings, workgroup meetings, office meetings, stakeholder meetings, and other meetings as assigned.
- 5% Other duties as required.

**Physical Requirements:**

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. these job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

**Working Conditions:**

Employee’s work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations.

**Attendance:**

Must maintain regular and acceptable attendance.

**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 accommodations. (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).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_  
Supervisor Signature                      Date

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