



Classification: Associate Governmental Program Analyst

Title: Training Analyst

Permanent, Full-Time

Salary: \$5,518.00 - \$6,907.00

Posted: August 3, 2022

Final Filing Date: August 17, 2022

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering approximately \$4 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.

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, and outreach programs including the California Student Opportunity and Access Program (Cal-SOAP), and Cash for College.

The Training Unit is responsible for providing customer support to high schools, colleges, internal and external stakeholders and universities through program analysis, technical assistance, dissemination of information, and continuous training (in person and through webinar) to ensure the overall effectiveness of the Cal Grant, Chafee and Middle-Class Scholarship programs along with other Commission administered programs.

Highlights of the Job

We are searching for a self-motivated and skilled analyst with a positive attitude to join our team. If you are flexible, customer service oriented, like working in a team setting, thrive in a fast-paced environment and love learning new things, the Training team might be the right fit for you.

- Act as team lead and subject matter expert to ensure the correct administration of the Commission's programs such as the Cal Grant, Chafee and Middle-Class Scholarship.
- Lead training and outreach activities of the unit's main operations such as developing training materials, creating webinars, develop new employee training modules, attend outreach events, as well as present training material at conferences and workshops.
- Research, draft, and prepare a variety of written correspondence, including reports, forms, issue papers, Commission Meeting tab items, and other writing assignments.
- Identify, analyze, and respond to grant programs and system issues.
- Effectively manage multiple projects with competing priorities.
- Serve as a liaison to various Commission committees, segmental bodies, work groups, and related financial aid associations.

Preferred Qualifications

- Customer service experience.
- Strong analytical skills.
- Strong presentation skills
- Excellent writing skills.
- Effective communication skills.
- Proficiency in Microsoft Suite software packages.
- Proficient use of Excel, Word, and PowerPoint.
- Strong organizational and time management skills.
- Ability to work well independently and with others as part of a team.
- A willingness to learn new things and embrace change.
- An 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. A résumé is 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 an Associate Governmental Program 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 #22-008/009, JC-321220, 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 must be received or postmarked by the final filing date of **August 17, 2022**. Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at www.calcareers.ca.gov. Please contact the Personnel Office at (916) 464-8121 or email at 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
Rancho Cordova, CA 95741-3210
Attn: Personnel-Recruitment

CA Student Aid Commission
11120 International Drive, Suite 100
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 condition), and sexual orientation 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:	Program Analyst
Position Number:	270-704-5393-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	July 29, 2022
Effective Date:	TBD

Function (Summary of Responsibilities):

Under the general direction of the Staff Services Manager I in the Program Administration and Services Division, the Associate Governmental Program Analyst (AGPA) will act as team lead to provide statewide and regional training for school staff on both policy and procedural matters. The AGPA will also identify, analyze, and respond to program and system issues, and provide customer service to high schools, colleges, and universities daily. The AGPA will also conduct outreach for the Commission and community, stakeholders, non-governmental organizations, and other governmental agencies. Additionally, the incumbent may be responsible for serving as a liaison to various Commission committees, segmental bodies, work groups, provide customer support to internal and external stakeholders and related financial aid associations. Statewide travel of up to 40% is required.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Program Administration and Services Division in the Training Unit.

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 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, and Cash for College, including the California Student Opportunity and Access Program (Cal-Soap).

The Training Unit is responsible for providing customer support to high schools, colleges, internal and external stakeholders and universities through program analysis, technical assistance, dissemination of information, and continuous training (in person and through webinar) to ensure the overall effectiveness of the Cal Grant, Chafee, and Middle-Class Scholarship programs along with other Commission administered programs.

Job-Functions:

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

- 40% Participate actively in the development and implementation of strategic training plans and outreach events that include learning outcomes, publicity efforts, and a system to measure and analyze the efficacy of the training and outreach efforts. Plan and manage event logistics, develop curriculum, lecture notes, talk tracks, instructional materials, and related electronic presentation components for various instructional delivery methods including live presentations, interactive webinars, and on-demand online modules. Prepare and present trainings in person for groups ranging in size from 2 to 1000 participants. Direct and oversee training teams and collaborate with staff to maximize education and outreach efforts. Demonstrate proficient use of Adobe Presenter, Microsoft Office, WebGrants and other computer programs. Maintain a calendar of educational and outreach events, including live and webinar presentations.
- 25% Research and respond to complex and sensitive customer service inquiries by applying knowledge of financial aid programs administered by the Commission, other federal and state aid programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), California Education Code and other applicable federal and state legislation and regulations. Work with Commission staff, institutions, and students to resolve program eligibility and payment issues.
- 20% Research, draft, and prepare written correspondence, including reports, forms, Commission Meeting items, and other writing assignments providing accurate, complete and up-to-date information using excellent writing techniques. Identify, research, outreach and implement training needs, policies, and potential enhancements. Prepare and develop outreach programs, attend events as needed that support the Commissions programs and work with internal and external stakeholders on various outreach projects. Assist in interpreting departmental policies and facilitating and developing procedures as appropriate in conjunction with management, colleagues, and different stakeholders.
- 10% Facilitate or lead work groups or teams to accomplish work assignment objectives and goals. Interact with management, staff, and internal and external stakeholders,

contributing to the overall efficiency and productivity of the unit's workload. Organize and facilitate meetings. Represent the Commission at specified events, meetings, and conferences as directed.

Non-Essential Functions

5% May perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

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, may work remotely, 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.