



Classification: Business Service Assistant (Specialist)
Title: Business Service Assistant (Specialist)
Tenure and Time Base: Permanent, Full-Time
Salary: \$2,921.00-\$4,469.00**
Posted: July 30, 2020
Final Filing Date: Until Filled

Please note: effective with the July 2020 pay period, State of California employees are subject to the Personal Leave Program 2020 for two (2) days or sixteen (16) hours per month, a reduction in pay equal to 9.23% of the salary rate. The rates reflected on this advertisement **do not reflect this reduction.

The California Student Aid Commission (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. Our Mission is to make education beyond high school financially accessible to all Californians.

About the Program you'll support

The Fiscal and Administrative Services Division is responsible for fiscal services, administrative/fiscal research, administrative operations, business services, contracting, and budgets. The Business Services Unit is responsible for all procurement, contracting, facilities, records and asset management, and mail room functions.

Highlights of the Job

The Business Service Assistant (Specialist) performs a variety of technical and analytical business service activities. May be assigned responsibility for functions including equipment and supplies management, support services and building maintenance. Requires local travel and transporting/messenger duties, having a valid driver's license is required to carry out these duties. Manage and maintain CSAC electronic and hardcopy fulfillment and printing services. Physically tag CSAC equipment and furniture with the appropriate property control tags. Provide support for the contract development, implementation and initiation process and respond to and initiate, facility related requests, including performing routine ergonomic evaluations.

Preferred Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Possess excellent written and verbal communication, interpersonal, technical, analytical, and organizational skills.
- Strong computer skills.
- Proficiency in Microsoft Suite software packages.
- Ability to work well with others as part of a team.
- Ability to share job knowledge, skills, and ideas.
- Ability to work independently and accurately under very restrictive time frames, while adjusting to changing priorities.

- Provide outstanding customer service.
- Experience in the State's IT goods and services and non-IT goods procurement process.
- Experience in the State's IT and non-IT contract processes.
- Experience using the Financial Information System for California (FI\$Cal)

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the **Business Service Assistant (Specialist)** 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 **Business Service Assistant (Specialist)** 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. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the **BUSINESS SERVICE ASST (SPEC)** 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 #20-007, JC-210594, Position #270-734-4707-XXX, Business Service Assistant (Specialist)**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), Statement of Qualifications, submission of a résumé is optional. Applications and résumés 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. Please contact the Personnel Office at (916) 464-8910 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
Attention: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Road
Rancho Cordova, CA 95670
Attention: 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 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 SERVANTS.

CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

Position Identification:

Employee Name:	Vacant
Classification:	Business Service Assistant (Specialist)
Working Title:	Business Service Assistant (Specialist)
Position Number:	270-734-4707-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	April 22, 2020
Effective Date:	To be determined

Function (Summary of Responsibilities):

Under close supervision of the Staff Services Manager I, the Business Services Assistant (Specialist) performs a variety of technical and analytical business service activities. Performs technical business service work of a routine nature in a variety of functions; assists in the performance of more difficult and complex technical and analytical business service work. May be assigned responsibility for functions including equipment and supplies management, support services and building maintenance. Back up to other functions of the Business Services Unit. Must maintain regular attendance and adhere to CSAC policies and procedures. Requires local travel and transporting/messenger duties, having a valid driver's license is required to carry out these duties. Ability to multitask and be flexible when priorities change and maintain professional conduct.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Business Services Office, Fiscal & Administrative 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 Commission's central mission is to make education beyond high school financially accessible to all Californians.

The Fiscal and Administrative Services Division is responsible for fiscal services, accounting, administrative operations, human resources, business services, procurement, facilities, and budgets. The Business Services Unit maintains the mailroom, facilities, records management, asset management, health and safety, and procurement. The Student Aid Commission is funded by the State's General Fund, College Access Tax Credit fund, as well as various reimbursement interagency agreements.

Job-Functions:

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

- 25% Manage and maintain CSAC electronic and hardcopy fulfillment and printing services. Receive and manage online print requests, assemble, and ship customer orders for CSAC publications. Analyze, review, and make recommendations on effectiveness of the EPubs system. Conduct testing with developer to ensure installations, upgrades and changes are effectively implemented. Responsible for reporting issues with the system to the contractor and manage backlog when database downtime or errors occur. Interact with DGS on inventory maintained at DGS control warehouse. Manage shipping of outreach materials to and from the warehouse, including the receipt of "new" materials from various print shops including the Office of State Printing. Maintain inventory worksheet of publications on-hand and send out weekly updates to program staff. Manage high-volume print services for student notification letters and mailing letters in a timely manner. Requests are received electronically or hard copy, printed, assembled, and delivered to requestor. Also receive electronic or hard copy files to print and assemble Commission meeting information, including Commission meeting binders for public hearings.
- 20% Act as lead of the mailroom by regulating and prioritizing the daily workload. Retrieve and deliver mail and other items to and from the U.S. Post Office and SCO daily, other state agencies and other entities as needed. Prepare reports/readings as needed. Ensure sufficient postage is maintained in postage metering machine. Receive deliveries made to CSAC headquarters and deliver to appropriate divisions. Coordinate services with selected vendors and act as liaison between service providers and CSAC, such as scheduling courier services and shredding services. Maintenance of Fleet vehicle, including logging mileage with DGS, completing associated reports, and routine oil changes, flat tires, etc.
- 15% Provide support for the contract development, implementation and initiation process, which includes analyzing, reviewing and updating the scope of work for contracts within the business services areas such as confidential destruct, mail machines, recycling, and other business services contracts relating to the mailroom and facility. Contact vendors to schedule maintenance and repairs on machinery, explain issues, and escort throughout the property. Provide professional customer service to employees and vendors regarding minor building maintenance and equipment repairs. Create purchase requisition (G-105 form) for supplies and equipment needed.
- 15% Respond to, and initiate, facility related requests. Provide delivery, set up and removal of supplies and furniture, such as tables, chairs, tents, etc. for CSAC related events such as Commission meetings open to the public, and per facility requests such as assisting with cubicle moves, minor adjustments and reconfigurations. Schedule and provide ergonomic evaluations to new employees and complete ergonomic reports identifying equipment and adjustments needed. Attend to doorbell system, including answering doors.
- 5% Act as back up to the Asset Management Coordinator. Adhere to DGS asset management guidelines including managing the CSAC property survey throughout the year. Liaison between CSAC and DGS asset management unit. Analyze, review, and make recommendations on disposal of CSAC assets. Assist with the physical tagging of CSAC

equipment and furniture with the appropriate property control tags. Maintain and update equipment spreadsheet utilizing Gigatrack software.

- 5% Process receipt of invoices in Financial Information System for California (FI\$Cal) and provide RID numbers to Accounting.
- 5% Coordinate the records retrieval and records shipping for the CSAC Records Management Program. Ensure proper documentation, location tracking, records retrieval and destruction processes are followed. Coordinate with Business Services to obtain transfer lists in order to coordinate shipping to the Records Center.

Non-Essential Functions

- 5% Act as back up of the department's recycling program and its activities in accordance with the Cal-Recycle and California Integrated Waste Management rules, regulations, and guidelines. Coordinating with CSAC staff and other entities to dispose of recyclable items covered under various statewide contracts.
- 5% Other duties as required.

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 required to perform work tasks, such as copiers, mail machines, pallet jack, faxes, date and time stamp, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting/standing for long periods of time in all types of environments, while using a personal computer or reviewing documents and working papers. Must be able to lift up to 50 lbs. and occasionally over with equipment assistance, such as a pallet jack.

Working Conditions:

Employee's work is to be performed within an office/mailroom 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.