



Classification: Management Services Technician  
Title: Program Assistant  
Permanent, Full-Time  
Salary: \$3,130.00 - \$4,428.00  
Posted: January 13, 2023  
**Final Filing Date: Until Filled**

**This advertisement will remain open until this position is filled, with cutoff dates for review on the 1<sup>st</sup> and 15<sup>th</sup> of each month, beginning February 1, 2023.**

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

### **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, 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.

The School Support Unit provides customer support to high schools, colleges, and universities through program analysis and technical assistance to ensure the overall effectiveness of the Cal Grant and Middle-Class Scholarship programs.

We are searching for a self-motivated and skilled Management Services Technician with a positive attitude to join our team. If you are flexible, customer service oriented, and someone who can thrive in a fast-paced environment, the School Support team might be the right fit for you.

### **Highlights of the Job**

Under the supervision of the School Support Staff Services Manager I (SSM I) in the Program Administration and Services Division (PASD), the Management Services Technician (MST) responds to grant programs and other complex financial aid issues using excellent oral and written communication skills. The MST provides high level customer service to high schools, colleges, and universities on a daily basis by applying knowledge of financial aid programs administered by the CSAC, federal Title IV 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 laws and regulations. The MST works closely with Program Analysts in the performance of less complex gathering and analysis of

program information, drafting of correspondence, and program administration. The MST also serves as a Commission liaison when participating in workgroups, works collaboratively as part of a team, supports the team as needed with emails, calls, and forms processing. The incumbent exercises professionalism, precision, tact, and courtesy in the performance of all duties.

### **Preferred Qualifications**

- Provides outstanding customer service.
- Excellent written and communication skills.
- Proficient 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.

### **Who Should Apply**

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Management Services Technician 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 Management Services Technician 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 [Management Services Technician](#) 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 résumé; 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 #22-057**, **JC-350071**, **Position #270-704-5278-XXX**, Management Services Technician in the 'Job Title' section on the application, Std. 678.

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

Electronic submission of applications may be completed through your CalCareer account at [www.calcareers.ca.gov](http://www.calcareers.ca.gov). Please contact the Personnel Office at (916) 464-8121 or by 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  
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 conditions), 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:	Management Services Technician
Working Title:	Program Assistant
Position Number:	270-704-5278-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	December 19, 2022
Effective Date:	TBD

### **Function (Summary of Responsibilities):**

Under the supervision of the School Support Staff Services Manager I (SSM I) in the Program Administration and Services Division (PASD), the Management Services Technician (MST) responds to grant programs and other complex financial aid issues using excellent oral and written communication skills. The MST provides high level customer service to high schools, colleges, and universities, on a daily basis, by applying knowledge of financial aid programs administered by the California Student Aid Commission, federal Title IV 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 laws and regulations. The MST works closely with Program Analysts in the performance of less complex gathering and analysis of program information, drafting of correspondence, and program administration. The MST also serves as a Commission liaison when participating in workgroups, works collaboratively as part of a team, supports the team as needed with emails, calls, and forms processing. The incumbent exercises professionalism, precision, tact, and courtesy in the performance of all duties.

### **Reporting Relationships:**

Reports directly to the Staff Services Manager I, in the Program Administration and Services Division in the School Support Unit.

### **Program Identification:**

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## **Job-Functions:**

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

- 40% Research and respond to complex and sensitive customer service inquiries, on a daily basis, by applying knowledge of financial aid programs administered by the Commission, federal Title IV and other 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 regulation. Perform the less complex gathering and analysis of program information to provide guidance to program staff, institutions, students, and other stakeholders to help resolve issues and ensure proper administration of programs. Develop systematic tracking and coordination of research and correspondence to ensure effective customer service response and follow up to all inquiries. Communicate effectively, both written and verbally, with internal and external stakeholders, management, and staff. Effectively collaborate to provide and meet service expectations.
- 30% Work with Commission staff, institutions, and students to resolve program eligibility and payment issues. Review and analyze participating organizations, individual/institution accounts, reports, and data files to ensure the correct administration of the programs managed by the Commission. Reconcile Cal Grant, Middle-Class Scholarship, and other program accounts (institution and student) in various award years and award cycles. Work with unit manager or designee to ensure compliance with Commission policies and procedures. Ensure records are kept up-to-date and information is entered and communicated timely. Utilize the WebGrants, Excel, and other systems to assist in the facilitation of the Commission's programs.
- 25% Draft Grant Operations Memos, Special Alerts, and List-Serv messages to keep colleges and high schools informed on Commission updates. Communicate effectively, both written and verbally, with internal and external stakeholders, management, and staff. Effectively collaborate to provide and meet service expectations. Participate in unit projects, including the creation of written materials and trainings keeping processes and procedures up to date, tracking of forms, calls, and emails, and other special projects.

## **Non-Essential Functions**

- 5% Attend meetings and 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. Cross-train with other division units by assisting with workload backlog as needed.

**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:**

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 considers an employee’s designated Headquarters Location, primary residence, and may be subject to California Department of Human Resources regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

**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.