



Classification: Program Technician II  
Title: Customer Service Representative  
Permanent, Full-Time  
Salary: \$3,291.00 - \$4,124.00  
Posted: June 16, 2022  
**Final Filing Date: June 27, 2022**

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 by administering financial aid and outreach programs.

### **About the Commission's 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, and outreach programs including the California Student Opportunity and Access Program (Cal-SOAP), and Cash for College.

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, works, or keys incoming student forms. Volume is cyclical, so the ratio of these functions change month to month.

The Customer Assistance and Processing Unit focuses on the service of internal and external customers through training, operations, customer service, and project work around student issues.

### **Highlights of the Job**

Under the general supervision of the Supervising Program Technician II and the Customer Assistance and Processing Unit manager, the Program Technician II 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 journey level and work is subject to review. Writing and speaking Spanish is preferred.

## 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 **call center environment** where electronic 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 **desirable**.

## Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Program Technician II 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 Program Technician II 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 [Program Technician II](#) 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 #21-079, JC-312850, Position #270-704-9928-XXX**, Program Technician II 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 **June 27, 2022**. Electronic submission of applications may be completed through your CalCareer account at [www.jobs.ca.gov](http://www.jobs.ca.gov). Please contact the 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  
Ranch 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:	Program Technician II
Working Title:	Customer Service Representative
Position Number:	270-704-9928-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	December 4, 2019
Effective Date:	TBD

### Function (Summary of Responsibilities):

Under the general supervision of the Supervising Program Technician II and the Customer Assistance and Processing Unit manager, the Program Technician II 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 journey level and 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, in the Customer Assistance and Processing 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 Commission's central mission is to promote educational equity by making postsecondary education affordable to 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 Customer Assistance and Processing Unit focuses on the service of internal and external customers through training, operations, customer service, and project work around student issues.

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, works, or keys incoming student forms. Volume is cyclical, so the ratio of these functions change month to month.

### **Job-Functions:**

Candidates must be able to perform the following essential 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. Assist 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 emails. Take appropriate action response to written correspondence.
- 10% Tracks and log student forms 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 and other duties as assigned.

### **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.

**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.