



Staff Services Analyst Job Bulletin

Limited Term (12 months, may be extended to 24 months)
Full-Time

The California Student Aid Commission (CSAC) is searching for a Staff Services Analyst (SSA). In this role, you will provide direct program and technical support to students and parents that participate in CSAC's administered financial aid programs.

Read more details about this opportunity at [CalCareers](#).

About you: You are a self-motivated and skilled analyst who enjoys working in a fast-paced environment, is customer service oriented, flexible and wants to support the CSAC's mission. The following bullet points describe you:

- You have strong analytical skills.
- You are at ease with financial figures and detailed documentation.
- You are proficient in Microsoft Office software packages.
- You have strong interpersonal and organizational skills.
- You can handle multiple tasks and changing priorities.
- You perform well under pressure on time-sensitive and high priority projects.
- You have prior customer service experience.
- You have excellent verbal and written communication skills.

Location:

CSAC's Headquarters:
11120 International Drive, Suite 100
Rancho Cordova, CA 95670

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 consider an employee's designated Headquarters Location, primary residence, and may be subject to change by the California Department of Human Resources. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Salary: Range A – \$3,534.00 - \$4,428.00 per month
Range B – \$3,826.00 - \$4,789.00 per month
Range C – \$4,588.00 - \$5,744.00 per month

Benefits: Benefit information can be found on the [CalHR](#) website and the [CalPERS](#) website.

Last day to apply: Open until filled. This position will remain open, and applications will be reviewed until the position is filled. Applications will be reviewed the 1st and 15th of each month, beginning August 15th, 2023.

What you'll do:

- Respond to grant programs and other complex financial aid issues.
- Provide technical support to students and parents, financial aid administrators, and CSAC staff.
- Apply consistent knowledge of financial aid programs administered by the CSAC
- Draft correspondence to external stakeholders on various operational changes.
- Resolve program eligibility and payment issues.
- Key and process incoming applications for financial aid.
- Participate in unit projects.
- Develop systematic tracking and coordination of research and correspondence.

About the CA Student Aid Commission

The CSAC, located in Rancho Cordova, 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. CSAC's mission is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

About the Program Administration and Services Division

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 Teach Grant, and other specialized programs.

Diversity, Equity, and Inclusion at CSAC

Diversity Statement: Here at the CSAC, we want all of our employees to feel respected, valued, appreciated, and equipped to thrive. CSAC encourages employees to work together to fuel the creativity and innovation process necessary to serve our customers well. This commitment fosters an inclusive work environment where all backgrounds, cultures, and personal experiences are honored as we join in common cause to make college affordable for all California students.

The State of California is an Equal Employment 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.