



Classification: Staff Services Analyst

Title: Program Analyst

Salary: \$3,063.00 – \$4,980.00

Posted: February 26, 2018

Limited-Term (12-months), Full-Time

May become permanent or extended up to 24-months

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2.2 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.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

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 Institutional Support Unit (ISU) is responsible for providing customer support to high schools, colleges 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 and Middle Class Scholarship programs.

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, willing to travel, thrive in a fast paced environment and love learning new things, the ISU team might be the right fit for you.

Highlights of the Job:

Under the supervision of the Staff Services Manager I in the Program Administration and Services Division, the Staff Services Analyst (SSA) responds to grant programs and other complex financial aid issues using excellent oral and written communication skills. The SSA provides high level customer service to high schools, colleges and universities on a daily basis, and applies federal and state laws, regulations, rules, and procedures required to effectively complete assignments related to Commission programs. The incumbent provides statewide and regional training for school staff on both policy and procedural matters. Additionally, the SSA drafts correspondence to external stakeholders on various operational changes and may be assigned lead responsibility for specific projects and perform in-depth analysis and recommendations for management on Commission programs. Statewide travel of up to 25% is required.

Minimum Qualifications:

<http://www.calhr.ca.gov/state-hr-professionals/pages/5157.aspx>

Preferred Qualifications:

- Provide outstanding customer service.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office software packages.
- Strong interpersonal, analytical, and organizational skills.
- Ability to provide live and online training and presentations to small and large groups.
- Ability to work well independently and as part of a team.
- Ability to handle multiple tasks and changing priorities.

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. *Applications received without an SOQ will be rejected.* A résumé is not considered an SOQ. Please clearly state on your document "Statement of Qualifications."

Who Should Apply

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 25), or currently in a Staff Services Analyst position. All methods of appointments, including Training and Development (T&D) Assignments and all tenures and time bases will be considered. 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 classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. 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 #17-043, JC-101733, Position #270-704-5157-XXX**, Staff Services Analyst, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted until **March 12, 2018**. If you need assistance with the electronic application process, please contact the Personnel Office by email at Personnel@csac.ca.gov.

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attn: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Rd.
Rancho Cordova, CA 95670
Attn: Personnel-Recruitment

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), 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), OR 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 SERVAN



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Staff Services Analyst
Working Title:	Program Analyst
Position Number:	270-704-5157-XXX
Location:	Sacramento
License or Other Requirement:	N/A
Date Prepared:	February 13, 2018
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

Under the supervision of the Staff Services Manager I in the Program Administration and Services Division, the Staff Services Analyst (SSA) responds to grant programs and other complex financial aid issues using excellent oral and written communication skills. The SSA provides high level customer service to high schools, colleges and universities on a daily basis, and applies federal and state laws, regulations, rules, and procedures required to effectively complete assignments related to Commission programs. The incumbent provides statewide and regional training for school staff on both policy and procedural matters. Additionally, the SSA drafts correspondence to external stakeholders on various operational changes and may be assigned lead responsibility for specific projects and perform in-depth analysis and recommendations for management on Commission programs. Statewide travel of up to 25% is required.

Reporting Relationships:

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

II. Program Identification:

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 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.

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.

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III. Essential and Non-Essential Job Functions*:

Essential Functions:

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

- 25% 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, Title IV and other federal and state aid programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), federal needs analysis methodology, California Education Code and other applicable federal and state legislation and regulations. Provide expert analysis and guidance to program staff, institutions, students and other stakeholders to help resolve issues.
- 25% Work with Commission staff, schools, and students to resolve program eligibility and payment issues. Reconcile Cal Grant and Middle Class Scholarship accounts by determining and resolving payment problems. Provide assistance to institutions with the use of the WebGrants system and tools; explaining reports such as the accept/reject and monthly payment activity reports utilized to perform monthly reconciliation. Review and analyze individual school accounts, school reports, and payment patterns as needed to ensure the correct administration of the Cal Grant and Middle Class Scholarship programs. Assist with the preparation and processing of payment claim schedules and abatements.
- 25% Provide training to internal staff and external stakeholders on the Commission's financial aid programs including the Cal Grant, Dream Act, Middle Class Scholarship, and Specialized programs. Develop presentation materials using Microsoft office applications and become familiar with webinar platforms. Plan, organize, and coordinate various training sessions. Statewide travel of up to 25% is required
- 20% Assists the Staff Services Manager I in reviewing Commission policies and practices to recommend changes to WebGrants and the Commission's Grant Delivery System (GDS). Review and provide input and feedback to Commission operation and technical communications as well as policy initiatives/proposals relative to the impact of the different school segments. Draft Grant Operations Memos, Special Alerts, Policy Bulletins, and List Serve messages to keep colleges and high schools informed on Commission updates.

Non-Essential Functions:

- 5% Attend meetings and 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.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

V. 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.

VI. Working Conditions:

Employee's work is to be performed within an office 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 meeting locations.

VII. Attendance:

Must maintain regular and acceptable attendance at such level as is determined in the Commission's sole discretion.

VIII. 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 accommodation. (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).

As an employee of the CA 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.