The California Student Aid Commission is the principal state agency responsible for administering approximately $3 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.

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 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 supervision of the Institutional Support Unit Manager 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 daily. The incumbent carries out the duties related to the payment processing for the Cal Grant and Middle-Class Scholarship programs; while ensuring that any applicable federal and state laws, regulations, rules and procedures are followed. The SSA drafts correspondence to external stakeholders on various operational changes and may be assigned lead responsibility for specific projects and provide in-depth analysis and recommendations for management on Commission programs. Demonstrate outstanding interpersonal and communication skills in dealing with stakeholders.

Preferred Qualifications

- Deliver outstanding customer service.
- Strong interpersonal, analytical, and organizational skills.
- Excellent written and verbal communication skills.
- Ability to work well independently and as part of a team.
- Ability to handle multiple tasks and changing priorities.
- Ability to perform well under pressure on time-sensitive and high priority projects.
- Proficient in PowerPoint and Microsoft Office software packages.
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. A résumé is not considered an SOQ. Please clearly state on your document “Statement of Qualifications”. Applications received without an SOQ will be rejected.

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Staff Services Analyst 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 Staff Services Analyst 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 Staff Services Analyst 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 #19-066, JC-195470, Position #270-704-5157-XXX, Staff Services Analyst, 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 Statement of Qualifications must be received or postmarked by the final filing date of March 16, 2020. Electronic submission of applications and Statement 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
Ranch Cordova, CA 95741-3210
Attn: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Road
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: Staff Services Analyst
Working Title: Staff Services Analyst
Position Number: 270-704-5157-901
Location: Rancho Cordova
License/Other Requirement: N/A
Date Prepared: February 28, 2020
Effective Date: TBD

Function (Summary of Responsibilities):

Under the supervision of the Staff Services Manager I, of the Customer Assistance and Processing Unit (CAPU), in the Program Administration and Services Division, the Staff Services Analyst (SSA) performs duties as a program analyst responding to complex financial aid issues using high level customer service. The SSA is responsible for responding to program policy issues for management, internal staff, schools, and stakeholders. The SSA applies federal and state laws, regulations, rules, and procedures required to effectively complete assignments related to Commission programs. Drafts correspondence to external stakeholders on various operational changes. May be assigned lead responsibility for specific projects or function and perform in-depth analysis and recommendations for management on the Commission programs.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Program Administration and Services Division in the Customer Assistance and Processing Unit.

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 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.

**Job-Functions:**
Candidates must be able to perform the following essential functions with or without reasonable accommodations.

- **40%** Uses knowledge of the state financial aid and Title IV financial aid programs, to research and resolve more complex awarding issues. Provide expert program analysis by researching policy, regulatory, and legislative issues related to the Commission programs and use that information to accurately, timely and concisely respond to and resolve complex, sensitive customer service inquiries (calls, emails, letters, appeals, forms, etc.) following the Family Educational Rights and Privacy Act when disclosing information.

- **20%** Research, draft, edit, and send various student and participant communications for Cal Grant, Cal Dream Act, APLE, Chafee, etc. Maintain communications calendar, CAPU form stats, to ensure timely annual customer correspondence.

- **15%** Develop strong working knowledge of all Commission programs. Compile, track, and analyze various program and system statistics reports. Assist with submitting defects and enhancements for the WebGrants for Students website, the Interactive Voice Response and Automated Call Distribution systems. Utilize Cal Grant Program knowledge and skills to respond to incoming telephone calls from parents/students, developing and assisting with training, and reviewing manuals, task guides material.

- **10%** Serve on workgroup committees to review, assess, and make recommendations to Commission management on how to improve Commission programs. Work with internal staff and partner with external stakeholders including students, schools, and educational entities to receive feedback.

- **10%** Represent the Commission at specified meetings and conferences, including Commission meetings, stakeholder meetings, various financial aid association activities, and other meetings, as assigned. May be needed to provide internal and external training, which may require travel.

**Non-Essential Functions**

- **5%** Other duties as assigned and may include travel.

**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, 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.*