



Classification: Staff Services Analyst

Title: Program Analyst

Permanent, Full-Time

Salary: \$3,298.00 - \$5,360.00*

Posted: August 4, 2020

Final Filing Date: August 14, 2020

*Please note - effective with the July 2020 pay period, state of California employees are subject to the Personal Leave Program 2020 for two (2) days or sixteen (16) hours per month, a reduction in pay equal to 9.23% of the salary rate. The rates reflected on this advertisement *do not* reflect this reduction.

The California Student Aid Commission (CSAC) 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 Institutional Support Unit (ISU) is responsible for providing customer support to high schools, colleges and universities through program analysis, technical assistance, and dissemination of information 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, 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. 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.

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 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.

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. Cover letters and résumés are 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 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 #20-005, JC-211116, 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), résumé, and Statement of Qualifications. Applications, résumés, and Statements of Qualifications must be received or postmarked by the final filing date of **August 14, 2020**. Electronic submission of applications, résumés, and Statements 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:	Program Analyst
Position Number:	270-704-5157-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	July 20, 2020
Effective Date:	TBD

Function (Summary of Responsibilities):

Under the supervision of the Institutional Support Unit Manager in the Program Administration and Services Division (PASD), 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 program operations such as 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. Demonstrates outstanding interpersonal and communication skills in dealing with stakeholders.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Program Administration and Services Division in the Institutional Support 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 Institutional Support Unit (ISU) is responsible for providing customer support to high schools, colleges and universities through program analysis, technical assistance, and dissemination of information to ensure the overall effectiveness of the Cal Grant and Middle-Class Scholarship programs.

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, 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 and provide 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.
- 35% 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. Assist with the preparation and processing of payment claim schedules, appeals, and abatements. Support institutions with the use of the WebGrants system and tools such as the accept/reject and monthly payment activity reports utilized to perform monthly reconciliation. Review and process Cal Grant Institutional Participation Agreement and supporting functions for eligible/ineligible and new/renewing institutions.
- 15% 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 on Commission operation and technical communications as well as policy initiatives/proposals. Draft Grant Operations Memos, Special Alerts, Policy Bulletins, and List-Serv messages to keep colleges and high schools informed on Commission updates. Identify, research, and prepare reports and recommendations regarding departmental and programmatic issues, operational needs, policies, and potential enhancements. Assist in interpreting departmental policies and facilitating procedures and operations as appropriate in conjunction with management, colleagues, and different stakeholders. Develop, organize, and revise, processes, procedures, applications, guides, tools, and web content utilizing various software and office applications.

Non-Essential Functions

- 10% Participate in unit projects as needed, including the creation of written materials and trainings, data gathering, analysis and reporting, and special projects. 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.

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.