



Staff Services Analyst Job Bulletin Permanent, 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 high schools, colleges and universities that participate in CSAC's administered financial aid programs.

As an SSA in the School Support Unit in the Program Administration and Services Division, you will respond to grant programs and other complex financial aid issues using excellent oral and written communication skills.

You will provide high level customer service to high schools, colleges, and universities on a daily basis via phone and email by applying knowledge of financial aid programs administered by the CSAC, federal Title IV programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), California Education Code and other applicable federal and state laws and regulations.

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 have the ability to work well independently and as part of a team.
- You provide outstanding customer service.
- You are proficient in Microsoft Office software packages.
- You have strong interpersonal and organizational skills.
- You have the ability to handle multiple tasks and changing priorities.
- You have the ability to perform well under pressure on time-sensitive and high priority projects.
- You have prior customer service experience.
- You are familiar with the field of education or student financial aid programs.

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 March 15, 2023.

For more details and to apply, visit [CalCareers](#).

What you'll do:

- Respond to grant programs and other complex financial aid issues using excellent oral and written communication skills.
- Provide technical support to:
 - High school counselors and K-12 staff.
 - Financial aid administrators at colleges and universities
 - Students and parents
 - Other CSAC staff
- Ensure you apply consistent knowledge of financial aid programs administered by the CSAC, federal Title IV programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), California Education Code and other applicable federal and state laws and regulations.
- Draft correspondence to external stakeholders on various operational changes.
- Work with Commission staff, institutions, and students to resolve program eligibility and payment issues.
- Reconcile Cal Grant, Middle-Class Scholarship, and other program accounts (institution and student) in various award years and award cycles.
- Identify and report system issues with appropriate documentation and follow up.
- Participate in unit projects, including the creation of written materials and trainings, keeping processes and procedures up to date, tracking of forms, calls and emails, and other special projects.
- Develop systematic tracking and coordination of research and correspondence to ensure effective customer service response and follow up to all inquiries.

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.