



Staff Services Manager I Job Bulletin Permanent, Full Time

The California Student Aid Commission (CSAC) is seeking a Staff Services Manager I (SSM I). In this role, you will oversee both professional and technical staff.

As an SSM I you will serve as the team motivator, trainer, and leader. You will also determine workload assignments, provide timely updates to staff and other managers as appropriate, complete or find resolution to the most sensitive or highly complex customer issues.

Read more details about this opportunity and to apply at [Cal Careers](#).

About you: You enjoy working in a fast-paced environment to support CSAC's mission. The following bullet points describe you:

- You have effective written and verbal communication skills.
- You can think critically.
- You can develop, analyze, and recommend solutions or alternatives.
- You work well independently and as part of a team.
- You are customer service oriented.
- You have strong interpersonal and organizational skills.
- You can handle multiple tasks and changing priorities.
- You can perform well under pressure on time-sensitive and high priority projects.
- You are proficient in Microsoft Office software packages.
- You are familiar with the Commission's programs and/or financial aid.

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 Ranges: \$6,563.00–\$8,153.00 per month

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

Last day to apply: Friday, March 17, 2023.

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

What you'll do:

- Provide supervision and oversight to staff.
- Direct, plan, and organize the work of the unit.
- Encourage and motivate staff.
- Establish performance expectations and complete probationary reports and annual evaluations.
- Research and resolve customer issues.
- Maintain clear lines of communication with staff, institutions, and the Commission.
- Oversee and develop all customer contact responsibilities.
- Assist in the formulation, review, and recommendation of policies and procedures.
- Implement changes and provide customer contact updates to staff and management.

About CSAC

As the principal state agency, 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. By joining us, you become part of a passionate and driven organization dedicated to its mission where all areas across the organization are aligned with the common goal of developing technical and analytical skills and leadership abilities, through promoting teamwork and cross-functional teams.

About the Program Administration and Services Division (PASD)

The Program Administration and Services Division (PASD) exists to support CSAC's stakeholders through customer service and operations. PASD 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.