



Classification: Staff Services Manager I (Sup)  
Title: Staff Services Manager I (Sup)  
Permanent, Full-Time  
Salary: \$6,563.00 - \$8,153.00  
Posted: July 26, 2022  
**Final Filing Date: August 15, 2022**

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering approximately \$3 billion 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, training, administration and processing of the Commission's programs including the Cal Grant, California Dream Act, Middle Class Scholarship, the Chafee Grant program for foster youth and several other specialized programs and training.

The Customer Assistance and Processing Unit focuses on the service of internal and external customers through training, operations, customer service support through the Call Center, and project work around student issues.

### **Highlights of the Job**

Under the direction of the Deputy Director and/or Staff Services Manager II in the Program Administration and Services Division (PASD), the incumbent, as a first line supervisor will oversee both professional and technical staff responsible for the day-to-day interaction with customers seeking financial aid. The incumbent will; serve as the team motivator, trainer, and leader; provide workload assignments and review; provide timely updates to staff and other managers as appropriate; complete or find resolution to the most sensitive or highly complex customer issues; and will seek innovative and efficient solutions to customer service issues that arise. This position may also be required to assume responsibility for other divisional units as necessary due to heightened PASD workload and to gain experience in the other programs.

### **Preferred Qualifications**

- Experience working as a lead or manager in a busy call center.
- Ability to interpret Call Center data and reports and to strategize to improve outcomes.
- Ability to think critically and proven experience in developing and implementing efficiencies and systemic changes to improve operations and customer service.
- Ability to identify innovative technology solutions and to communicate business needs to CSAC's Information Technology Unit.

- Effective written and verbal communication skills.
- Excellent interpersonal, organizational, and supervisory skills.
- Ability to work with a variety of people and organizations in a professional and courteous manner.
- Ability to solve sensitive and/or complex issues.
- Ability to deal with multiple tasks with changing priorities while focusing the team on providing outstanding customer service.
- Proficiency in Microsoft Office software packages.
- Knowledge of the Commission's programs.

### **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 a complete 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 Manager I 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 Manager I 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 Manager I](#) 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 Application, Statement of Qualifications and optional résumés; please ensure your application and Statement of Qualifications contain completed information, or your application may not be accepted.

### **How to Apply/Final Filing Date**

Please reference **RPA #22-007, JC-319528, Position #270-704-4800-XXX**, Staff Services Manager I, 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 15, 2022**. Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at [www.calcareers.ca.gov](http://www.calcareers.ca.gov). Please contact the

Personnel Office at (916) 464-8121 or email at [Personnel@csac.ca.gov](mailto: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  
11120 International Drive, Suite 100  
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 condition), 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 Manager I
Working Title:	Staff Services Manager I
Position Number:	270-704-4800-003
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	July 25, 2022
Effective Date:	TBD

### **Function (Summary of Responsibilities):**

Under the direction of the Deputy Director and/or Staff Services Manager II in the Program Administration and Services Division (PASD), the incumbent, as a first line supervisor will oversee both professional and technical staff responsible for the day-to-day interaction with customers seeking financial aid. The incumbent will; serve as the team motivator, trainer, and leader; provide workload assignments and review; provide timely updates to staff and other managers as appropriate; complete or find resolution to the most sensitive or highly complex customer issues; and will seek innovative and efficient solutions to customer service issues that arise. This position may also be required to assume responsibility for other divisional units as necessary due to heightened PASD workload and to gain experience in the other programs.

### **Reporting Relationships:**

Reports directly to the Staff Services Manager II in the Customer Relations Branch within the Program Administration and Services Division at the California Student Aid Commission.

### **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, the California Dream Act Application, Middle Class Scholarship, California Chafee Grant for Foster Youth, and additional Specialized programs.

The Customer Assisting and Processing Unit (CAPU) exists to support students and families through customer service and operations including the Student Support Call Center, emails, and processing student forms.

### **Job-Functions:**

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

- 40% Manage the unit responsibilities and provide supervision and oversight to professional and technical staff in accomplishment of work program objectives. Direct, plan, and organize the work of the unit; provide training as necessary to ensure staff's success, knowledge, and coordination with other financial aid programs. Encourage and motivate staff; communicate on a regular basis with staff; conduct staff meetings as appropriate; establish performance expectation and complete probationary reports and annual evaluations, taking corrective actions as necessary to promote continuous improvement. Interpret Call Center data and reports and strategize to improve outcomes. Think critically and develop and implement efficiencies and systematic changes to improve operations and customer service. Identify innovative technology solutions and communicate business needs to CSAC's Information Technology Unit.
- 20% Respond as necessary to customer inquiries during high volume periods and in the absence of adequate staffing via phone and email about all Commission programs. Provide assistance to solve the most difficult and complex issues resulting from escalated calls referred by call center staff. Provide support, presentations, and outreach services to students and families. Monitor call center staff for quality assurance purposes and to identify on-going training needs.
- 15% Research and resolve customer issues regarding program eligibility and efficacy while maintaining clear lines of communication between staff, institutions, and the Commission. Oversee and develop all customer contact responsibilities using knowledge of state and federal laws, regulations and guidelines, and technical knowledge of the Commission's Grant Delivery System, Cal Grant, and/or Specialized Programs. Provide technical assistance as needed, while completing or resolving the most complex or highly sensitive issues. Provide and improve weekly statistics related to the call center, emails received, and overall customer service results.
- 10% Assist with formulation, recommendation, and development of procedures, policies, or program alternatives, and implement changes in a timely manner providing customer contact updates to staff and other managers as appropriate. Propose and assist in developing divisional management strategies to meet the Commission's program goals; consult with the SSM II, and the Division Chief to resolve issues, answer customer questions, or provide procedural updates. Prepare cost benefit analysis reports to guide policy decisions and to support annual Budget Change Proposals (BCPs).
- 10% Research and analyze program information to provide operations updates, guidance, and technical training sessions to the Staff Services Manager II and/or the Division Chief.

## Non-Essential Functions

10% Prepare for and attend internal staff and management meetings. Present data and ideas for improvement and respond to all questions asked.

## 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, by phone or via remote meeting applications. During the COVID-19 pandemic, employees and managers may need to work remotely from home.

## 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.

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Employee Signature

Date

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Supervisor Signature

Date

\*Duties of this position are subject to change and may be revised as needed or required.