



Classification: Staff Services Manager III
Title: Associate Deputy Director
Permanent, Full-Time
Salary: \$8,759.00 - \$9,945.00
Posted: July 19, 2022
Final Filing Date: July 29, 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 promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

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 other specialized financial aid programs.

Highlights of the Job

Under the direction of the Deputy Director of the Program Administration and Services Division (PASD), the Staff Services Manager III (SSM III) serves on the Executive Leadership team and is responsible for the following:

- Exercises supervisory responsibility over the management staff overseeing the function of the PASD.
- Provides high-level program advice to the PASD Deputy Director, oversees, sets priorities, and plans the work of the PASD management team, engaged in customer operational, and program services for the Commission.
- Serves as the Senior Business Lead for PASD on the Commission's major projects and initiatives.
- Ensures compliance with governmental codes, laws, rules, and regulations in support of the programs of responsibility.
- Develops policies and procedures in support of the Commission programs and constituents.

Preferred Qualifications

- Experience in and knowledge of student financial aid programs.
- Knowledge of the California Education Code and higher education policies.
- Effective written and verbal communication skills.
- Strong managerial, leadership, coaching, and organizational skills.
- Ability to plan, organize, and direct the work of a multidisciplinary professional, administrative, and technical staff.
- Ability to lead, motivate, and develop staff in a team environment.
- Ability to write clearly and concisely, communicate verbally, and listen effectively with a variety of individuals.
- Ability to present information to management and external stakeholders.
- Ability to work under pressure, handle multiple tasks, and changing priorities.
- Knowledge of the principles, practices, and trends in employee supervision, staff development, team building, motivation, conflict resolution, and customer service.

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 two pages 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 Manager III 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 III 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 III](#) 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 #22-001**, **JC-318226**, **Position #270-704-4802-XXX**, Staff Services Manager III, 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 **July 29, 2022**.

Electronic submission of applications, résumés, and Statements of Qualifications may be completed through your CalCareer account at www.calcareers.ca.gov. Please contact the Personnel Office at (916) 464-8121 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
Rancho 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 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 Manager III
Working Title:	Associate Deputy Director
Position Number:	270-704-4802-XXX
Location:	Rancho Cordova, CA
License/Other Requirement:	N/A
Date Prepared:	July 12, 2022
Effective Date:	TBD

Function (Summary of Responsibilities):

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- Provides high-level program advice to the PASD Deputy Director, oversees, sets priorities, and plans the work of the PASD management team, engaged in customer operational, and program services for the Commission.
- Serves as the Senior Business Lead for PASD on the Commissions major projects and initiatives.
- Ensures compliance with governmental codes, laws, rules, and regulations in support of the programs of responsibility.
- Develops policies and procedures in support of the Commission programs and constituents.

Reporting Relationships:

Reports directly to Deputy Director of the Program Administration and Services Division.

Program Identification:

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promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

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Job-Functions:

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

- 35% Oversee the commission's program operations and activities, including: supervising PASD management staff. Provide leadership in the management of program operations, audits, and customer services including expert guidance and direction related to program logistics, program budget planning, and organizational review in a timely manner to meet the goals and objectives for the Commission. Develop strategies for the validation of, the completeness and accuracy of program applications and award processing. Oversee management staff in the planning, organization, and performance of various program projects that involve establishing goals, objectives, priorities, and procedures for the agency. Present reports to the Commission and its committees and act as a representative on issues related to the Commission's programs and services responsibilities. Provide a broad range of program consultation, data analysis, expert advice, and testimony with state and federal control agencies, external stakeholders, educational organizations, and system segmental offices. Establish and maintain cooperative working relationships and confidence with all those the position encounters, both internally and externally.
- 20% In coordination with the Deputy Director, develop policies and procedures that promote the department's goals and objectives. Oversee the development and coordination of Commission program projections, income and asset ceilings, and legislatively mandated reports. Make business and operational decisions, develop strategies, and apply laws and regulations to manage functions in accordance with strategic goals. Serve as the leader of internal processes and systems interpretation, development, and implementation. Provide fiscal impact to legislative proposals and program changes. Serve as liaison to other state agencies and external organizations for program related inquiries and projects.
- 20% Provide guidance on Information Technology projects that involve data extraction, warehouses, and system integration. Assist in the requirements planning, scheduling, and preparation of internal walk-throughs and Joint Application Development sessions. Facilitate the gathering and incorporation of feedback and comments into the draft requirements and obtaining stakeholder review and approval. Work with the Information Technology Services Division to ensure project timelines are not compromised, while continuing to provide support for current services, applications, and processing.

- 15% Adopt, interpret, and implement all procedural and system changes necessary to ensure maximum use of available resources to the greatest extent possible. Provide leadership and guidance to the PASD managers on administrative, operational, program compliance reviews, and customer service activities to meet the program needs to fulfill the agency's mission, goals, and objectives. Train, mentor, and guide subordinate managers to provide the technical assistance necessary to complete the more complex and highly sensitive assignments related to financial aid programs, business processes, and IT systems. Serve in the absence of the Deputy Director. Represent the agency, as necessary, on complete financial aid program matters involving the high-level management at the Department of Finance, Legislative Analyst Office, and the State Controller's Office.
- 5% Provide recommendations and advice to the Deputy Director, Chief Deputy Director, and Executive Director in the management of the agency administered programs and the assessment of program needs and establishment of goals and objectives for the Commission, including program and policy changes consistent with State and Federal policies, laws, rules, and regulations.

Non-Essential Functions

- 5% Perform routine supervisory duties as directed including leave reporting and approving administrative documents. Perform other duties as required by the Executive Director and Deputy Director.

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, may work remotely, 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.