



Classification: Supervising Program Technician II
Title: Supervising Program Technician II
Permanent, Full-Time
Salary: \$3,559.00 - \$4,458.00
Posted: October 29, 2020
Final Filing Date: Until Filled

NOTE: Salaries do not reflect recent changes necessitated by the unanticipated budget shortfalls arising from the COVID-19 pandemic. Information for actual reductions of salaries is available in the Human Resources Manual, Section 2113, Personal Leave Program (PLP) at <http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2113>.

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 Specialized Programs.

The Customer Assistance and Processing Unit is assigned to an automatic call distributing system that delivers customer service calls Monday through Friday, 8:00 am to 4:45 pm. In addition to telephone service, staff in this unit responds to email inquiries and keys incoming student forms. The workload and call volume are cyclical; ratio of these functions changes month to month.

Highlights of the Job

The Supervising Program Technician II (SPT II) performs a variety of supervisory responsibilities to ensure the efficient delivery of services performed by the Customer Service Center. The SPT II is the 2nd working supervisory level and is responsible for supervising a small team of Program Technician IIs (PT IIs) as well as monitoring the call center's workload. Works closely with and assists the Customer Relations Branch Manager with assignments and tracking day-to-day operations and workload. The incumbent will also personally respond to customer calls and emails and perform a variety of administrative duties as they pertain to the Customer Relations Branch and may perform the more complex customer support functions.

Preferred Qualifications

- Experience with an operational call center and interactive voice recognition, knowledge of program office equipment and computer systems.
- Ability to lead and interact effectively with staff, the public, and departmental program personnel.
- Willingness to learn new duties and meet deadlines.
- Ability to take initiative, utilize tact, and be confidential with program and personnel information.
- Recruit, hire, train, organize, direct, and coordinate a team of nine (9) or more Program Technician IIs.
- Reassign and plan work as needed daily and seasonal workload fluctuations, changing priorities, track absences of employees, and other factors.
- Perform the most complex work activities and respond to the most difficult or sensitive escalated telephone calls.
- Manage multiple projects with competing priorities simultaneously.
- Identify metrics, develop weekly telephone call stat reports and drive initiatives to improve and streamline processes.
- Coach, mentor, and develop staff.

Who Should Apply?

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Supervising Program Technician II.

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 Supervising Program Technician II 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 [Supervising Program Technician II](#) 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 #20-035**, **JC-222426**, **Position #270-704-9925-XXX**, Supervising Program Technician II, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), submission of a résumé is optional. Applications will be accepted **Until Filled**. Electronic submission of applications 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:	Supervising Program Technician II
Working Title:	Supervising Program Technician II
Position Number:	270-704-9925-002
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	October 28, 2020
Effective Date:	TBD

Function (Summary of Responsibilities):

Under general direction of the Customer Assistance and Processing Unit Manager (SSM I), Program Administration and Services Division, the Supervising Program Technician II (SPT II) performs a variety of supervisory responsibilities to ensure the efficient delivery of services performed by the Customer Service Center. The SPT II is the 2nd working supervisory level and is responsible for supervising a small team of Program Technician IIs (PT IIs) as well as monitoring the Student Support Call Center's workload. Works closely with and assists the Customer Relations Branch Manager with assignments and tracking day-to-day operations and workload. The incumbent will also personally respond to customer calls and emails and perform a variety of administrative duties as the pertain to the Customer Relations Branch and may perform the more complex customer support functions.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Customer Assistance and Processing Unit 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, California Dream Act, Middle Class Scholarship, California Chafee Grant for Foster Youth, and several specialized programs.

The Customer Assistance and Processing Unit is assigned to an automatic call distribution system that responds to customer service calls Monday through Friday, 8:00 am to 4:45 pm. In addition to telephone service, staff in this unit responds to email inquiries and keys incoming student forms. Volume is cyclical; ratio of these functions change month-to-month.

Job-Functions:

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

- 35% Supervise, organize, and guide the Program Technicians who respond to more difficult and sensitive incoming telephone calls and emails from students, parents, school financial aid administrators, as well as the financial aid community to ensure satisfactory customer service levels and compliance with policies and procedures. Delegate, assign, monitor queues and student email responses to ensure team objectives are met effectively, consistently, and in a timely manner.
- 30% Provide accurate, prompt, and courteous service in the performance of all duties. As needed, professionally assist staff with responding to incoming calls, emails, forms, including from appeals from students, parents, school financial aid administrators, as well as the financial aid community; utilizing knowledge and understanding of all the Commission's programs, current legislation, and regulations and in accordance with established policies, guidelines, and current Commission practices. Apply rules and regulations of the Information Practices Act and the Public Records Act when disclosing client information to students, parents, school financial aid administrators, and the general public.
- 10% Provide coaching and training to the Program Technicians relating to the tasks of the job to improve performance and productivity and assist with career development and upward mobility. Thoroughly review and approve timesheets for PT IIs. Prepare timely employee performance evaluations (e.g. probation reports, individual development plans), and any other administrative reports to evaluate work performance and provide feedback on an individual basis. Maintain full confidentiality with all employees' work files and work performance.
- 10% Contact internal/external customers and stakeholders orally or in writing to provide or gather pertinent information. Handle the most sensitive calls from clients as well as irate clients in a professional manner referring them to a lead or manager as needed/instructed. Utilize computer skills to document client contacts and input client information as instructed.
- 10% Collect and track incoming work, statistical trends, monitor processing times, employee's attendance and performance and prepare weekly and monthly reports for management. Provide input and recommendations to management regarding immediate and long-range plans, objectives, and goals for the unit.

Non-Essential Functions

5% Other duties as required, which include cross-training with other division branches by assisting with workload processing times as needed.

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.

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.