



Classification: Staff Services Manager I
Title: Staff Services Manager I
Permanent, Full-Time
Salary: \$6,124.00 - \$7,608.00*
Posted: April 23, 2021
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. The mission of the California Student Aid Commission 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, California Chafee Grant for Foster Youth, Golden State Teacher Grant, and other specialized programs.

The Training Unit is responsible for providing customer support to high schools, colleges, internal and external stakeholders and universities through program analysis, technical assistance, and continuous training (in person and through webinar) to ensure the overall effectiveness of the Cal Grant, Chafee and Middle Class Scholarship programs along with other Commission administered programs.

Highlights of the Job

Under the direction of the Division Chief or Staff Services Manager II, Program Administration and Services Division, the incumbent, as a first line supervisor, will oversee both professional and technical staff responsible for the day-to-day interaction with financial aid professionals, high school counselors, outreach partners, as well as other internal and external customers. The incumbent will serve as the team motivator, trainer, and leader; provide workload assignments and review, timely updates to staff and other managers as appropriate, complete or find resolution to the most sensitive or highly complex customer issues. This position may also rotate assignments and responsibility between other divisional units to gain experience in the other programs and assist in high work demand areas.

Preferred Qualifications

- Effective written and verbal communication skills.
- Excellent interpersonal, organizational, and supervisory skills.
- Ability to think critically and develop, analyze, and recommend solutions or alternatives.
- Ability to work well with others and provide outstanding customer service.
- Ability to deal with multiple tasks with projects with changing and competing priorities.
- Proficiency in Microsoft Office software packages and webinar platforms.
- Knowledge of the Commission's programs and/or financial aid.

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 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 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 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 #20-063**, **JC-248910**, **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), and Statement of Qualifications, submission of a résumé is optional. Applications and Statements of Qualifications will be accepted **Until Filled**.

Electronic submission of applications and Statements of Qualifications 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:	Staff Services Manager I
Working Title:	Staff Services Manager I
Position Number:	270-704-4800-004
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	April 16, 2021
Effective Date:	TBD

Function (Summary of Responsibilities):

Under the direction of the Division Chief or Staff Services Manager II, Program Administration and Services Division, the incumbent, as a first line supervisor, will oversee both professional and technical staff responsible for the day-to-day interaction with financial aid professionals, high school counselors, outreach partners, as well as other internal and external customers. The incumbent will serve as the team motivator, trainer, and leader; provide workload assignments and review, timely updates to staff and other managers as appropriate, complete or find resolution to the most sensitive or highly complex customer issues. This position may also rotate assignments and responsibility between other divisional units to gain experience in the other programs and assist in high work demand areas.

Reporting Relationships:

Reports directly to the Staff Services Manager II of the Program Support Services 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 mission of the California Student Aid Commission is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

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 other specialized programs.

The Training Unit is responsible for providing customer support to high schools, colleges, internal and external stakeholders and universities through program analysis, technical assistance, and continuous training (in person and through webinar) to ensure the overall effectiveness of the Cal Grant, Chafee and Middle Class Scholarship programs along with other Commission administered programs.

The Staff Services Manager I is responsible for managing one of the units within PASD and ensure that the Commission's programs are administered efficiently, keeping staff motivated and fostering partnerships with external stakeholders.

Job-Functions:

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

- 40% Manage the responsibilities of the statewide financial aid training and communications for financial aid professionals, high school counselors, and other internal and external customers. Responsible for providing supervision and oversight to professional and technical staff in accomplishment of work program objectives. Direct, plan, and organize the work of the unit; provide workload assignments, review work and 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 expectations and complete probationary reports and annual evaluations taking corrective actions as necessary to promote continuous improvement. Work with available resources to deliver high quality services and maintain cooperative working relationships with all whom you come into contact with during the course of your work.
- 25% Oversee, develop and review training materials regarding financial aid programs, eligibility criteria, award cycles and other regular operational updates to maintain clear lines of communication between staff, institutions, students, and the Commission. Ensure trainings are developed using knowledge of state and federal laws, regulations and guidelines, and technical knowledge of the Commission's Grant Delivery System, Cal Grant, Middle Class Scholarship, California Dream Act, Chafee Grant for Foster Youth, and other Commission administered programs. Provide technical assistance as needed, while completing or resolving the most complex or highly sensitive issues.
- 20% Assist with formulation, review, 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 the development of divisional management strategies to meet Commission's program goals; consult with the SSM II, Division Chief, Executive Staff, Commissioners, and/or senior management to resolve issues, answer customer questions, or provide procedural updates. Prepare cost benefit analysis reports to guide policy decisions and to support budget change proposals.

10% Research and analyze program information to provide operational updates, guidance, and technical training sessions to groups and school aid administrators at workshops and conferences. Participate as a member or attend advisory group or special interest group meetings.

Non-Essential Functions

5% Attend Commission meetings and present or prepare staff to present agenda items, responding to all questions asked. Periodically travel to meetings, conferences, training sessions, and other duties as assigned.

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.