



POSITION DUTY STATEMENT

California Student Aid Commission
State of California

Current

Proposed 5/1/2025
Date Revised

Date: May 1, 2025	Name of Incumbent: Vacant
Civil Service Title: Staff Services Analyst	Position Number: 270-732-5157-XXX
Working or Job Title: Staff Services Analyst	Division/Unit: RAPID/Specialized Programs
Supervisor's Civil Service Title: Staff Services Manager I	Location: Rancho Cordova, CA
Supervisor's Working Title: Specialized Programs Manager	Work Hours/Shift: Permanent/Full Time
Conflict of Interest Disclosure Position: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	License or Other Requirement: N/A
Bilingual Position (Specify Language): <input type="checkbox"/> Yes _____ <input checked="" type="checkbox"/> No	Public Contact Position: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Supervision Exercised: Not Applicable	
You are a valued member of the California Student Aid Commission's (CSAC) team. You are expected to work cooperatively with team members and others to enable CSAC to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you.	
CSAC MISSION STATEMENT	
CSAC is the principal state agency responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Its central mission is to make education beyond high school financially accessible to all Californians.	
PROGRAM INFORMATION	
The Research, Analysis, and Program Innovation Division (RAPID) is responsible for leveraging actionable data for program implementation, evaluation, and innovation.	
The Specialized Programs Unit within RAPID provides operations and customer service related to financial aid programs for specialized populations. The Specialized Programs Unit administers financial aid programs and provides support and resources to internal and external customers through training, operations, and customer service.	

SUMMARY STATEMENT

Under the supervision and direction of the Staff Services Manager I (SSM I) Specialized Program Manager, the Staff Services Analyst (SSA) supports one or more of the programs within the Specialized Programs Unit in RAPID. The SSA assists with a variety of analytical duties involving the Golden State Teacher Grant, Chafee Grant for Foster Youth, Dream Act Service Incentive Grant, and other programs as required. The SSA works with lead Associate Governmental Program Analyst (AGPA) to resolve issues with a high-level of customer service, effective oral and written communication skills and interpersonal abilities. Duties include researching and responding to questions and customer issues regarding eligibility, grant payment reporting, award disbursement, and assisting with training to internal staff and external stakeholders. The SSA applies federal and state laws, regulations, policies, and procedures required to effectively and efficiently complete assignments related to Specialized programs. The incumbent works collaboratively as part of a team during peak periods to assist with emails, calls, and forms processing, provide training, participate in workgroups, and take responsibility for specific projects and programs. The incumbent exercises professionalism, precision and courtesy in the performance of all duties and serves as a CSAC liaison. Limited travel may be required.

ESSENTIAL FUNCTIONS (E) – MARGINAL FUNCTIONS (M)

%	Job Descriptions
45% (E)	Under direction from the Specialized Programs Unit SSM I, work with lead AGPAs to assist with administration of the Golden State Teacher Grant, Chafee Grant for Foster Youth, Dream Act Service Incentive Grant, and other programs as required. Follow established procedures to complete application and payment processes. Process student participant reinstatements, withdrawals, and appeals. Meet established timelines for completion of projects and assignments. Assist with training as directed. Proficiently utilize available technology, including Microsoft suite and other tools, for organizing daily and program duties. Communicate effectively, both in writing and verbally, with internal and external stakeholders, management, and staff. Effectively collaborate to provide and meet service expectations. Exercise good judgment to accomplish work assignment objectives and goals. Proactively seek out information, procedures and resources to complete work assignments.
25% (E)	Organize and compile data and information to create and populate reports, ensuring accuracy. Track and provide updates and results on volume and type of transactions for reporting purposes. Coordinate approved correspondence and datasets with the SSM I, lead AGPAs and IT prior to distribution.
15% (E)	Research policy, regulatory and customer issues to resolve issues, work with Commission staff, and work with lead AGPAs to make recommendations to management based on assessment. Provide updates and results on distribution (based on solution reporting capability), as requested.
10% (E)	Research, review and document policy protocols, and update manuals that address operational processes. In coordination with the lead AGPA and management participate in team meetings and division workgroup projects as assigned by manager.
5% (M)	Performs other job-related duties as assigned, consistent with the classification specifications of the SSA classification and in support of the Agency's mission and organizational initiatives. This includes contributing to special projects cross-divisionally that support vision driven goals.

IMPACT AND CONSEQUENCE OF ERROR

Significant policy misinterpretation reflects poorly on the incumbent, team members and the agency, and diminishes credibility with key stakeholders.

PROFESSIONAL CONTACTS

- Frequent contact with CSAC staff at all levels.
- Frequent contact with other state agencies and various levels of government.
- Frequent contact with the public.

OTHER SPECIAL EXPECTATIONS

- Works independently and exhibit proactive behavior with limited supervision or instruction.
- Effectively collaborates with others as a member of a team.
- Strong oral and written communication skills, particularly in the areas of presentation and facilitation.
- Strong analytical, organizational, presentation, and research skills, utilizing search engines and web/internet tools.
- Positive attitude, open-mindedness, flexibility, tact, and confidentiality.
- Commitment to providing high-quality service that exceeds expectations.
- Focused attention to detail and ensures follow-through.
- Performs multiple tasks simultaneously, adhere to deadlines, and adapts to shifting priorities in a collaborative fashion.
- Effectively use professional judgment on sensitive or confidential circumstances and handles information with discretion and professionalism.
- Maintains good attendance and punctuality record.
- Consistently demonstrates a high level of initiative and sound judgment.
- Assess a situation and implements an appropriate and efficient plan of action.
- Proficient in computer technology such as Microsoft Word, Outlook, Excel, and PowerPoint, and various software programs.
- Effectively communicates information with confidence and politeness while utilizing concise and clear language within a diverse community.
- Willing to work outside regular business hours.
- Effectively utilizes division and CSAC technology and data tools with technical proficiency.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENT

Alternatives will be provided for those who are unable to perform the essential functions of the job due to the disability covered under the ADA.

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

- Exposure to computer screens and other basic office equipment.
- Work in a climate-controlled office environment, open office space with artificial lighting.
- Attend meetings in designated conference rooms and be willing to travel to off-site locations.
- Capability to work remotely.
- This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on the CSAC's current telework policy. While the CSAC

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 headquarters location. Business travel reimbursements consider an employee's designated Headquarters Location, primary residence, and may be subject to the California Department of Human Resources regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand all the requirements and information above and discussed the duties listed above with my supervisor and can perform them either with or without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with your hiring supervisor. If you are unsure whether you require RA, inform the hiring supervisor who will discuss your concerns with the RA Coordinator.)

Employee Signature	Date
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SUPERVISOR ACKNOWLEDGEMENT

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Date
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HUMAN RESOURCES OFFICE APPROVAL

- Duties meet class specifications and allocation guidelines.
- Exceptional Allocation, form 625 on file.

HR Analyst Initials RM	Date Approved 06/10/2025
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*Duties of this position are subject to change and may be revised as needed or required.