CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

Position Identification:

Employee Name:	Vacant
Classification:	Associate Governmental Program Analyst
Working Title:	Program Analyst
Position Number:	270-704-5393-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	June 13, 2023
Effective Date:	TBD

Function (Summary of Responsibilities):

Under the general direction of the Staff Services Manager I in the Program Administration and Services Division, the Associate Governmental Program Analyst (AGPA) will act as team lead to provide statewide and regional training for school staff on both policy and procedural matters. The AGPA will also identify, analyze, and respond to program and system issues, and provide customer service to high schools, colleges, and universities daily. The AGPA will also conduct outreach for the Commission and community, stakeholders, non-governmental organizations, and other governmental agencies. Additionally, the incumbent may be responsible for serving as a liaison to various Commission committees, segmental bodies, work groups, provide customer support to internal and external stakeholders and related financial aid associations. Extensive statewide travel may be required during specific months of the academic year.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Program Administration and Services Division in the Training Unit.

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 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, dissemination of information, 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.

Job-Functions:

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

40% Participate actively in the development and implementation of strategic training plans and outreach events that include learning outcomes, publicity efforts, and a system to measure and analyze the efficacy of the training and outreach efforts. Plan and manage event logistics, develop curriculum, lecture notes, talk tracks, instructional materials, and related electronic presentation components for various instructional delivery methods including live presentations, interactive webinars, and on-demand online modules. Prepare and present trainings in person for groups ranging in size from 2 to 1000 participants. Direct and oversee training teams and collaborate with staff to maximize education and outreach efforts. Demonstrate proficient use of Adobe Presenter, Microsoft Office, WebGrants and other computer programs. Maintain a calendar of educational and outreach events, including live and webinar presentations.

25% Research and respond to complex and sensitive customer service inquiries by applying knowledge of financial aid programs administered by the Commission, other federal and state aid programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), California Education Code and other applicable federal and state legislation and regulations. Work with Commission staff, institutions, and students to resolve program eligibility and payment issues.

20% Research, draft, and prepare written correspondence, including reports, forms, Commission Meeting items, and other writing assignments providing accurate, complete and up-to-date information using excellent writing techniques. Identify, research, outreach and implement training needs, policies, and potential enhancements. Prepare and develop outreach programs, attend events as needed that support the Commissions programs and work with internal and external stakeholders on various outreach projects. Interpret departmental policies and facilitate and develop procedures as appropriate in conjunction with management, colleagues, and different stakeholders.

10% Facilitate or lead work groups or teams to accomplish work assignment objectives and goals. Interact with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the unit’s workload. Organize and facilitate meetings. Represent the Commission at specified events, meetings, and conferences as directed.

Non-Essential Functions

5% May perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Americans with Disabilities Act Requirement:

Alternatives will be provided for incumbents who are unable to perform the essential functions of the job due to a disability covered under the Americans with disabilities Act.

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:

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on the California Student Aid Commission's current telework policy. While the California Student Aid Commission 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 headquartered location. Business travel reimbursements consider an employee's designated Headquarters Location, primary residence, and may be subject to change by the California Department of Human Resources. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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.

CALIFORNIA STUDENT AID COMMISSION

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Employee Name:	Vacant
Classification:	Staff Services Analyst
Working Title:	Program Analyst
Position Number:	270-704-5157-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	June 13, 2023
Effective Date:	TBD

Function (Summary of Responsibilities):

Under the general direction of the Staff Services Manager I in the Program Administration and Services Division, the Staff Services Analyst (SSA) will provide training to high school and college staff on various Commission programs. The SSA will also identify, analyze, and respond to program inquiries, and provide customer service to high schools, colleges, and universities on a regular basis. Additionally, the incumbent may be responsible for serving as a liaison to various Commission committees, segmental bodies, work groups, develop training content, and provide customer support to internal and external stakeholders and related financial aid associations. Extensive statewide travel may be required during specific months of the academic year.

Reporting Relationships:

Reports directly to the Staff Services Manager I in the Program Administration and Services Division in the Training Unit

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 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, dissemination of information, 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.

Job-Functions:

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

40% Assist in the implementation of training plans and measure and analyze the efficacy of training efforts. Assist in the planning and managing of event logistics, assist with lecture notes, talk tracks, instructional materials, and related electronic presentation components for various instructional delivery methods including live presentations, interactive webinars, and on-demand online modules. Assist with the preparation of trainings for groups ranging in size from 2 – 1000 participants. Demonstrate proficient use of Microsoft Office, Adobe Presenter and Adobe Captivate, Zoom, and other computer programs. Maintain a calendar of educational and outreach events, including live and webinar presentations.

35% Research and respond to the less complex and sensitive customer service inquiries by applying knowledge of financial aid programs administered by the Commission, other federal and state aid programs, the Free Application for Federal Student Aid (FAFSA), the California Dream Act Application (CADAA), California Education Code and other applicable federal and state legislation and regulations. Work with Commission staff and institutions to resolve program eligibility issues.

15% Assist with researching, drafting, and preparing written correspondence, including reports, forms, Commission Meeting items, and other writing assignments. Provide accurate, complete, and up-to-date information using excellent writing techniques. Attend events as needed that support the Commissions programs and work with internal and external shareholders on various outreach projects. Assist in interpreting departmental policies and facilitating procedures and operations as appropriate in conjunction with management, colleagues, and different stakeholders. Develop, organize, and revise, processes, procedures, applications, guides, tools, and web content utilizing various software and office applications.

Non-Essential Functions

10% Participate in unit projects as needed, including the creation of written materials and trainings, data gathering, analysis and reporting, and special projects. Attend meetings and may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods, or otherwise, to balance the workload.

Americans with Disabilities Act Requirement:

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Physical Requirements:

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Employee Signature	Date	Supervisor Signature	Date

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