



POSITION DUTY STATEMENT

California Student Aid Commission
State of California

☒ Current

☐ Proposed

Date Revised

Date: July 22, 2026	Name of Incumbent: Vacant
Civil Service Title: Program Technician II	Position Number: 270-704-9928-XXX
Working or Job Title: Student Support Technician	Division/Unit: PASD/CAPU
Supervisor's Civil Service Title: Supervisor I	Location: Rancho Cordova, CA
Supervisor's Working Title: Student Support Manager	Work Hours/Shift: Full-Time
Conflict of Interest Disclosure Position: ☐ Yes ☒ No	License or Other Requirement: N/A
Bilingual Position (Specify Language): ☐ Yes _____ ☒ No	Public Contact Position: ☒ Yes ☐ No

Supervision Exercised:

Not Applicable

This role is critical to accomplishing [CSAC's established goals](#) to advance equitable student access, support and success and 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 Program Administration and Services Division (PASD) exists to support CSAC's stakeholders through customer service and operations. It is responsible for the management, training, administration, and processing of the Commission's financial aid programs including the Cal Grant, California Dream Act, Middle-Class Scholarship, Chafee Grant for Foster Your, Golden State Teacher Grant, and other specialized programs.

The Customer Assistance and Processing Unit (CAPU) is assigned to an automatic call distribution system that delivers customer service calls. At other times, staff respond to email inquiries, work or key incoming student forms. Volume is cyclical, so the ratio of these functions change month to month.

SUMMARY STATEMENT	
Under the general supervision of the Supervising Program Technician II, and the Supervisor I, Student Support Manager, Program Technician II (PT II) provides customer service in a high-volume call center to students, parents, school financial aid administrators, and the general public. A thorough and detailed knowledge and application of the appropriate laws, rules, and regulations pertaining to the programs we service are needed to provide high quality customer service to our clients. A high degree of independence, good judgment, and proficiency is required at this journey level and work is subject to review.	
ESSENTIAL FUNCTIONS (E) – MARGINAL FUNCTIONS (M)	
%	Job Descriptions
45% (E)	Respond to incoming telephone calls from students, parents, school financial aid administrators, as well as the financial aid community, utilizing knowledge and understanding of current legislation and regulations, 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. Assist with training new program staff.
25% (E)	Utilize personal computer skills to document client contacts and input client information as instructed. Handles the most sensitive calls from our clients, as well as irate clients, in a professional manner, referring them to a supervisor if needed/instructed. Provide accurate, prompt, and courteous service in the performance of all duties.
15% (E)	Review and process a variety of the most difficult, sensitive in nature, semi-technical supplemental program forms, correspondence and/or responses to customer emails. Take appropriate action by responding to written correspondence including, but not limited to, email inquiries or financial aid forms.
10% (E)	Track and log student forms as well as provide administrative production statistics daily.
5% (M)	Performs other job-related duties as assigned, consistent with the classification specifications of the PT II 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

- Effectively collaborates with others as a member of a team.
- Maintains a passing Quality Assurance Score for all customer contacts.
- Strong oral and written communication skills, particularly in the areas of presentation and facilitation.
- 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, as needed.
- 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.
- Current residency in the State of California is required. This position's location is designated in Rancho Cordova, CA and may be eligible for hybrid teleworking. The amount of telework is at the discretion of the Department and based on the CSAC's current telework policy. While CSAC supports telework, regular in-person attendance will be required at CSAC's Rancho Cordova location based on operational needs. Teleworking from outside the State of California is strictly prohibited.

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

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

HUMAN RESOURCES OFFICE APPROVAL

☒ Duties meet class specifications and allocation guidelines.

☐ Exceptional Allocation, form 625 on file.

HR Analyst Initials

EE

Date Approved

07/22/2026

*Duties of this position are subject to change and may be revised as needed or required.