



POSITION DUTY STATEMENT

California Student Aid Commission
State of California

☐ Current

☒ Proposed 8/21/2026
Date Revised

Date: August 21, 2026	Name of Incumbent: Vacant
Civil Service Title: Analyst I	Position Number: 270-730-5157-XXX
Working or Job Title: Student Success Program Analyst	Division/Unit: Executive Office
Supervisor's Civil Service Title: Supervisor I	Location: Rancho Cordova, CA and/or Sacramento, CA
Supervisor's Working Title: Executive Office Supervisor	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: N/A	
This role is critical to accomplishing CSAC's Student Success Blueprint 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 Executive Office is responsible for providing oversight across all units and programs, and to ensure that the agency is in compliance with state administrative practices and state and federal requirements for aid. As a member of the Executive Office, the Student Success Program Analyst, works directly with the Executive Office Supervisor to address the needs of the students, families, state leaders and public. And as a member of the CSAC team you are instrumental in advancing the Commission goals as adopted in the CSAC Student Success Blueprint.	

SUMMARY STATEMENT

Under the direction of the Executive Office Supervisor, the Analyst I performs a broad range of interdisciplinary activities consisting primarily of analytical, consultative, and specialized evaluative tasks that support the objectives set forth in the CSAC Student Success Blueprint. The Analyst I completes administrative tasks to assist the Executive Director, and as needed, the Chief Deputy Director with calendaring, event planning and presentations. Working closely with the Executive Office Supervisor, the Analyst I tracks and reports on solutions for general questions and complaints by students, and members of the public. In completing tasks, the Analyst I completes a variety of confidential and administrative services to coordinate across division's work products and presentations, as assigned.

ESSENTIAL FUNCTIONS (E) – MARGINAL FUNCTIONS (M)

%	Job Descriptions
45% (E)	Under the Executive Office Supervisor, assists the Executive Director and as needed, the Chief Deputy Director with administrative and analytical functions by providing a wide variety of confidential and/or highly sensitive issues. Thoroughly researches, analyzes, and assists in the preparation of materials including reports, briefings, summaries, PowerPoints, memos, and correspondence to external agencies, associations, and the public on a wide range of subjects requiring a thorough knowledge of the procedures and policies of the office. Reviews and obtains additional facts and information as necessary, to resolve any inconsistencies in the data received. Performs analysis for internal and outgoing correspondence for consistency with administrative policy, as well as for format, grammatical constructions, and clerical error. Arranges and prepares meetings directly for the Executive Director and as needed, the Chief Deputy Director. Prepares agendas and makes adjustments, as necessary, in scheduled meeting times. Prepares travel arrangements for the Executive Director and as needed, the Chief Deputy Director using CalATERS and the Concur travel sites. Tracks and processes reimbursements for state travel and related payments. Assists with drafting Commission newsletters, correspondence, reports, and memos for the Executive Director's signature and approval. Assists with the development of agenda items for the Commission using meeting management software.
30% (E)	As a frontline contact for students, this position receives direct calls and emails from students and works collaboratively to respond to students by providing solutions. Provides coordination of student complaints and general questions that come directly through the CSAC toll-free number, email and from the Student Support call center, to resolve student success barriers across divisions. Works with all divisions to appropriately respond, track responses and patterns to be responsive to future student needs, in coordination with the Executive Office. Reviews information received from staff and program areas to identify inconsistencies, recurring concerns, trends, and potential barriers affecting student success. Maintains documentation regarding complaints, actions taken, responses, and resolutions. Creates analysis of data to classify, identify reoccurring issues or patterns, and to investigate root causes for dissatisfaction or conflict. Works with Executive Office colleagues to support the review of complaints by maintaining documents, composing reports, and presenting findings, to support changes in policies, procedures, communication practices, and service delivery across divisions.

20% (E)	Coordinates internal and external meetings including retreats, statewide workgroups, advisory councils and statewide events. Assists with the meeting logistics, disseminating information to attendees, coordinating information technology equipment, setting up conference rooms for hybrid and/or in-person meetings. Creates and assists with maintaining a master calendar of critical projects, reports, key production/processing dates, meetings, and workshops, etc. Follows up on assignments on behalf of the Executive Staff. Takes action as assigned by the Executive Director or Supervisor to effectively support Commissioners including meeting days, site visits and retreats.
5% (M)	Performs other job-related duties as assigned, consistent with the classification specifications of the Analyst I 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 proactively following instructions as provided by the Executive Office Supervisor.
- 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, adheres 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.
- 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

TA

Date Approved

8/24/2026

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