

Job Posting: Programs Operations Analyst

Board of Governors, California Community Colleges

JC-475463 - Programs Operations Analyst
STAFF SERVICES ANALYST

\$3,749.00 - \$6,093.00 per Month

Final Filing Date: 5/7/2025

Job Description and Duties

Under the supervision of the Program Operations Dean, the Staff Services Analyst (SSA) provides administrative and analytical support for day-to-day program operations, division programs and special projects. This work includes process and program analysis, evaluation, and planning; meeting facilitation; preparation of surveys, spreadsheets, reports, presentations, and other operational and strategic communication support; and working within a team environment to perform annual planning of program or project goals. The incumbent also collaborates with staff from various programs to achieve divisional goals and objectives.

Interested candidates may view and take the eligibility exam by clicking [3PBAU.PDF \(ca.gov\)](#)

How did you hear about this position? [Tell us in a brief survey.](#)

Employee must reside in CA for a job appointment.

This position has a hybrid work setting, including telework. The amount of telework is at the discretion of the Department and based on the Chancellor's Office's evolving telework policy.

The Chancellor's Office supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to the headquarters office in Sacramento if an urgent need arises.

You will find additional information about the job in the [Duty Statement](#).

Working Conditions

Ability to use standard computer and office machines for an extended period of time.

Work in a climate-controlled, open office environment under artificial lighting.

Exposure to computer screens and other basic office equipment.

Ability to effectively work in a hybrid/telework setting within the state of CA.

Hybrid work setting provided.

Minimum Requirements

You will find the Minimum Requirements in the Class Specification.

- [STAFF SERVICES ANALYST](#)

Additional Documents

- [Job Application Package Checklist](#)
- [Duty Statement](#)

Position Details

Job Code #: JC-475463
Position #(s): 364-100-5157-005
Working Title:

Programs Operations Analyst

Classification:

STAFF SERVICES ANALYST

\$3,749.00 - \$4,698.00 A

\$4,059.00 - \$5,081.00 B

\$4,868.00 - \$6,093.00 C

of Positions: 1

Work Location: Sacramento County

Telework: Hybrid

Job Type: Permanent, Full Time

Work Shift: Hybrid Work Setting in CA

Work Week: Monday - Friday, Full Time

Department Information

The California Community Colleges is the largest system of higher education in the nation, with 2.1 million students attending 116 colleges. Our colleges provide students with the knowledge and background necessary to compete in today's economy. With a wide range of educational offerings, the colleges provide workforce training, basic courses in English and math, certificate and degree programs and preparation for transfer to four-year institutions.

The mission of the California Community Colleges Board of Governors and the Chancellor's Office is to empower the community colleges through leadership, advocacy and support.

The Chancellor's Office values diversity at all levels of the organization and is committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We share responsibility for creating an equitable, diverse and inclusive community and we see these values as connected to our mission and critical to ensure the well-being of our staff and the students we serve. View the CO [Strategic Plan](#).

For more information, see
<http://www.cccco.edu/>

[Vision 2030 | California Community Colleges Chancellor's Office \(cccco.edu\)](#)



Special Requirements

A Statement of Qualifications (SOQ) provides detailed information about your experiences and allows the hiring manager to better assess your qualifications for this position. The SOQ demonstrates your ability to present information clearly and concisely in writing. The SOQ should include responses to the below desired qualifications listed below. A resume or cover letter will not be considered a substitute for the required SOQ. Each response within the SOQ must include reference to the correlating number and/or question. Maximum of two pages in length, single spaced.

1. Describe how your education and work experience makes you qualified for this position. Include descriptions of your problem-solving ability and how your knowledge and experience would help you perform the tasks described in the duty statement.

2. Describe why you are interested in this position and how working with the California Community Colleges would align with your career development goals.

Please do **NOT** add any confidential information to your application or supporting documentation such as: social security number, date of birth, disability information, LEAP status, examination scores, pictures, etc.

When submitting supporting documents, PDF file format is preferred.

Application Instructions

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

Final Filing Date: 5/7/2025

Who May Apply

Individuals who are currently in the classification, eligible for lateral transfer, eligible for reinstatement, have list or LEAP eligibility, are in the process of obtaining list eligibility, or have SROA and/or Surplus eligibility (please attach your letter, if available). SROA and Surplus candidates are given priority; therefore, individuals with other eligibility may be considered in the event no SROA or Surplus candidates apply.

Applications will be screened and only the most qualified applicants will be selected to move

forward in the selection process. Applicants must meet the Minimum Qualifications stated in the Classification Specification(s).

How To Apply

Complete Application Packages (including your Examination/Employment Application (STD 678) and applicable or required documents) must be submitted to apply for this Job Posting. Application Packages may be submitted electronically through your CalCareer Account at www.CalCareers.ca.gov. When submitting your application in hard copy, a completed copy of the Application Package listing must be included. If you choose to not apply electronically, a hard copy application package may be submitted through an alternative method listed below:

Address for Mailing Application Packages

You may submit your application and any applicable or required documents to:

Board of Governors, California Community Colleges
N/A
Attn: Human Resources Office
1102 Q Street, #4400
Sacramento, CA 95811

Address for Drop-Off Application Packages

You may drop off your application and any applicable or required documents at:

Board of Governors, California Community Colleges
N/A
Human Resources Office
1102 Q Street, #4400
Sacramento, CA 95811
08:00 AM - 05:00 PM

Required Application Package Documents

The following items are required to be submitted with your application. Applicants who do not submit the required items timely may not be considered for this job:

- Current version of the State Examination/Employment Application STD Form 678 (when not applying electronically), or the Electronic State Employment Application through your Applicant Account at www.CalCareers.ca.gov. All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate how you meet the Minimum Qualifications for the position.
- Resume is required and must be included.
- Statement of Qualifications -
A Statement of Qualifications (SOQ) provides detailed information about your experiences and allows the hiring manager to better assess your qualifications for this position. The SOQ demonstrates your ability to present information clearly and concisely in writing.

[SOQ Checklist Resource for Candidates](#)

[Application Checklist for Candidates](#)

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request

should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

Desirable Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

1. Microsoft Excel proficiency
2. Microsoft Word proficiency
3. Experience that demonstrates the ability to effectively communicate in writing with internal and external stakeholders
4. Experience drafting and editing reports, memos or other professional documents
5. Experience maintaining and analyzing quantitative data
6. Zoom and Microsoft Teams proficiency
7. Microsoft Outlook proficiency and experience managing multiple calendars simultaneously

Benefits

Chancellor's Office team members are eligible for a number of benefits. Health benefits and leave programs are available for most team members.

- Telework Schedule Options
- Tuition Reimbursement up to \$1500 for eligible employees
- Transfer, Training and Advancement Opportunities
- Discounted Public Transit
- CA State employees receive numerous [discounts](#) through the Employee Assistance Program (EAP).

For more information about state employee benefits, please visit the California Department of Human Resources (CalHR)'s website: <https://www.calhr.ca.gov/employees/Pages/salary-and-benefits.aspx>

Contact Information

The Human Resources Contact is available to answer questions regarding the application process. The Hiring Unit Contact is available to answer questions regarding the position.

Human Resources Contact:

Recruitment Team

(916) 445-7911

recruitment@cccco.edu

Hiring Unit Contact:

Chelby Tookey
(916) 322-1670
ctookey@cccco.edu

Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

EEO Contact:

Hanan Boyd
(916) 445-7911
humanresources@cccco.edu

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

Additional Information

Salary Notation: New to State applicants will be offered a salary at the entrance rate of the classification being advertised.

Applications submitted without a Statement of Qualifications (SOQ), verification of education, and resume will be considered **not** interested in this position. Applications without a clearly identified SOQ or a SOQ that does not address the topics requested will be considered **not** interested in this position.

Resumes and cover letters do not take the place of the SOQ.

Education Verification

When you are applying for a classification with an educational requirement that you are basing your eligibility on, you **MUST** provide a copy of your degree or transcripts as proof of meeting the education requirement from the classification specification (link on the right side of the screen under "Additional Documentation").

Example: if you are applying for Staff Services Analyst based on your Bachelor's degree, you must attach a copy of your degree or transcript showing the degree you obtained. Applicants who fail to provide this information may be disqualified.

Equal Opportunity Employer

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 expression, gender identity, 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.

It is an objective of the State of California to achieve a drug-free work place. 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.