

Assistant Director - Cal Student Central (4579U) 75411
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=251888>

Downloaded On: Feb. 22, 2025 2:12pm

Posted Jan. 21, 2025, set to expire Jun. 30, 2025

Job Title	Assistant Director - Cal Student Central (4579U) 75411
Department	Cal Student Central
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 21, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Student Affairs
Apply Online Here	https://apptrkr.com/5941449

Apply By Email

Job Description

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Assistant Director - Cal Student Central (4579U) 75411

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

The mission of Cal Student Central (CSC) is to make a positive difference in students' lives. A component of a Cal student's experience on campus is ensuring the smooth and effective administrative management of their experience. Proper information on matriculation and other administrative procedures ensure Cal students have the information, records and finances they need to succeed. To that end, Cal Student Central (CSC) provides students with one central location where they can get accurate and timely answers to their questions about enrollment, registration, financial aid, billing and payments, and other related services that are now offered in different departments and in different locations across campus.

Application Review Date

The First Review Date for this job is: January 31, 2025. For full consideration, please apply by February 7, 2025

Responsibilities

Management and Supervision (50%):

- Responsible for the direct supervision of 3-5 professional staff, including hiring, performance appraisals, delegation of work assigned, and ongoing coaching/professional development. Ensure adequate coverage in daily operations that include in-person, phones, virtual front desk, callback queues, Salesforce cases, and other processing. Demonstrate and promote a high level of customer service. Provide guidance and direction to Student Service Advisors on complex and

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- sensitive issues. Monitors employee performance and provides direction and assistance.
- Continually self-assess to ensure in-depth knowledge and technical expertise of several subject areas including (but not limited to): registration, student records, financial aid, and student billing.
 - Serves as backup to the Director as needed. Provides input to Director on Performance Management issues. Serves as a liaison to vendors or other campus partners as appropriate.
 - Provides training to other staff and other campus departments on issues addressed by Cal Student Central and on customer service standards and approaches. Creates and maintains training materials, policies and procedures documents, templates, protocols, etc.

CSC Office Management (30%):

- Provides expert consultation to students and campus partners on Cal Student Central service issues.
- Function as lead contact when the first point of contacts have been unsuccessful in resolving issues which span the functional areas of financial aid, registration, enrollment, billing and payments. Researches call information with CSC staff to determine and resolve any process breakdowns.
- Analyze existing processes and procedures for efficiency and effectiveness and recommend change to improve processes and procedures and work with team members to implement recommended changes. Research policies in areas of registration, financial aid, and records for best resolution and provide in depth, comprehensive guidance on solutions.
- Work collaboratively with the Director, and other Assistant Directors to monitor and manage the check-in system, the case ticketing system, and the phone system.
- Understand and communicate to students appropriate business processes related to registration. Manage or refer student appropriately to services outside the immediate office and facilitate referral to academic advising, health services, student groups, Graduate Division, and Undergraduate Admissions.
- Assess and determine when it is appropriate to escalate issues to specialized departmental staff. Incorporates critical campus registration processes and information and/or major policy changes into the CSC workflow.
- Assist in Cal Student Central related communications and website updates.

Data Collection, Reporting, and Forecasting (10%):

- Leverage current systems (QLess, Salesforce, etc) to better serve students and find new ways to be more efficient in our work.
- Develop performance metrics, define measures of quantitative assessment, and compare/track performance metrics on an ongoing basis.

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- Assist in the collection and analysis of customer service data.
- Assist in the creation and implementation of benchmarks and keep track of departmental progress.

Professional Development (5%):

- Keep abreast of current literature and developments in the field of Financial Aid, Registration, Enrollment, Billing and related professional organizations. Participate on department and campus committees, programs, and projects as assigned.

Other Duties as Assigned (5%):

- May be called upon to complete additional projects or tasks as needed to support the department.

Required Qualifications

- Experience in a university setting with in-depth knowledge of all the functional areas handled by a student registration department including but not limited to financial aid, records and registration.
- Ability to gain knowledge of University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.
- Solid verbal and written communication skills.
- Interpersonal skills.
- Demonstrated aptitude for learning new technology.
- Multicultural competencies; ability to work with diverse populations.
- Ability in problem identification and reasoning; ability to develop original ideas to solve problems.
- Skills in judgment and decision-making, problem solving, identifying measures of system performance and the actions to improve performance.
- Bachelor's degree in related area and / or equivalent experience / training.

Preferred Qualifications

- Working knowledge of advising and counseling techniques.

Salary & Benefits

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For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary range that the University reasonably expects to pay for this position is \$85,000-\$95,364

- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is exempt and paid monthly.

How to Apply

To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

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"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A



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