

Associate Director of Student Services Operations
(4579U) - Fung Institute
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=255726>

Downloaded On: Apr. 19, 2025 10:14am

Posted Apr. 15, 2025, set to expire Jul. 1, 2025

Job Title	Associate Director of Student Services Operations (4579U) - Fung Institute
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Apr. 15, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Student Affairs
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Job Description

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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 Coleman Fung Institute for Engineering Leadership was launched in January 2010 and is headquartered at UC Berkeley's College of Engineering. Our mission is to shape generations of technical leaders to innovate across boundaries. The Fung Institute achieves its mission through teaching, research, and service activities. The Institute is home to the Berkeley Master of Engineering (MEng) program and undergraduate Fung Fellowship program. These programs combine leadership, technology innovation in all the disciplines of engineering and management education with the mission of empowering leaders to best shape the changing world through technology innovation. Currently the Institute serves nearly 900 students across all the programs, making it one of the largest on campus. The influence of the Institute is also expanded through partnerships with the Haas School of Business, the School of Public Health and UC San Francisco.

As staff of the Fung Institute, we are committed to: serving students first, helping each other succeed, having a growth mindset, speaking-up, inclusion, and accountability. We are looking for inclusive-minded applicants who demonstrate a sensitivity to and understanding of the diversity of our student population and communities. Our team is an innovative and equity-focused community striving to expand access in higher education, innovation, and technology for all. This position is part of a high performing team culture informed by the Fung Institute's guiding principles, <https://funginstitute.berkeley.edu/about-us/our-people/staff/and> Berkeley's Operating Principles, <https://hr.berkeley.edu/performance/operating-principles>

The Associate Director of Student Services Operations manages a group of student services staff in the Fung Institute for Engineering leadership. The Associate Director formulates policies and procedures for the student services programs for the Fung Institute and its respective students,

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develops the long term organizational goals of the group, and manages the financial and human resources for the team.

The Associate Director of Student Services Operations supervises the student services team which services students from the MEng, Fellowship, and special program students. The position reports to the Executive Director, Fung Institute. The team serves students across several campus departments, partnering with department faculty and staff, through recruitment, events, leadership curriculum, capstone project support, and advising.

Application Review Date

The First Review Date for this job is: April 25, 2025 - Open Until Filled

Responsibilities

50% Student Services and Operations

- Manages student services and operational functions for the Fung Institute, including Fung Fellowship, Master of Engineering, and new programs initiatives (including but not limited to: online programs, visiting students, Summer Sessions programming, professional and executive education).
- Provides leadership and professional expertise in student services and student affairs operations and events. These include student advising, recruitment, academic planning, course enrollment, the PDST financial aid process, course and classroom scheduling, instructor hiring, enrollment management and admissions, classroom and instructional support, events planning and execution, communications, and related administrative functions (e.g., purchasing and related financial verification under the guidance of the Director of Finance and Administration, office tasks, on-site building staffing). Other events and activities include, student orientation, yield events, bootcamp, leadership comp exam, and graduation reception.
- Oversees and manages key program components: Disabled Students' Program (DSP) related activities and accommodations, the MEng Tech+PLUS certificate program, and conference and travel grants.
- Maintains strong communication and goal alignment across programs by working closely with MEng Capstone, Marketing and Career Development teams.
- Responsible for conceptualizing, developing, implementing, assessing and managing student support service models that promote access, opportunity, diversity, climate, and students'

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success.

- Uses new technology and social media to create innovative programming and services.
- Evaluates the effectiveness of the student affairs function, including oversight and analysis of constituent surveys, including student entry and exit surveys. Makes changes to the program to provide better service to organizational management, faculty, and students.
- Maintains strong communication with COE constituents. Works closely with department Graduate Student Affairs Officers on program policy issues, processes, complex student issues.
- Coordinates admissions and financial aid process with each COE department and leadership.
- Leads regularly scheduled MEng GSAO and Faculty leads meetings.
- Oversees student services communications, drafting and reviewing as needed.
- Coordinates and oversees updates to the student services web pages.

20% Supervision & Staff Management

- Leads and manages a student services and program operations team of 4 full-time staff who, in turn, manage student employees.
- Communicates regularly with staff to ensure implementation of team initiatives and projects.
- Trains staff on new and established policies and procedures. Ensures effective training and balanced workloads, reallocates responsibilities and tasks as needed.
- Provides direction to professional student services staff on the more complex issues encountered.
- Works effectively with people from diverse cultures on such issues as performance management, organizational changes, workplace climate, and other related issues.
- Makes decisions on performance, hiring decisions and other human resources related issues.
- In coordination with Institute leadership and peer directors, the Director ensures the students services and operations team contributes effectively to the general administrative and programmatic needs of the Institute, beyond their core functional areas, as appropriate.

15% Special duties as assigned

10% Financial Management and Budgeting

- Plans and forecasts with the Director of Operations & Finance the student services budgets for the organization.
- Primary budgets include PDST return to aid funds, advising and recruitment programs, orientation, visit day, and student ambassador events.
- Decides which resources will be committed to goals and objectives and how they will be allocated.

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5% Professional development

Required Qualifications

- Bachelor's degree in related area and / or equivalent experience / training.
- Knowledge of advising and counseling techniques.
- Knowledge of common 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.
- Skills in monitoring / assessing people, processes or services, to make improvements.
- Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.
- Ability in problem identification and reasoning.
- Ability to develop original ideas to solve problems using persuasion and leadership.

Salary & Benefits

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 or hourly range that the University reasonably expects to pay for this position is \$72,600 to \$115,000 yearly (\$6,050 to \$9,583.33 monthly). This is a 100% FTE career position eligible for full benefits. This position is FLSA Exempt and paid monthly.

Conviction History Background



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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.

"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](#)



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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

University of California, Berkeley