

Program Specialist - Business & Management (4168U)
UNEX - 64159
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=229855>

Downloaded On: May. 9, 2024 2:56am

Posted Jan. 31, 2024, set to expire Jun. 30, 2024

Job Title	Program Specialist - Business & Management (4168U) UNEX - 64159
Department	UC Berkeley Extension
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 31, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Educational Services
Apply Online Here	https://apptrkr.com/4976734

Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and 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 staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

UC Berkeley Extension, the continuing education division of the University of California, Berkeley, has been building bridges between UC Berkeley and the public since 1891. UC Berkeley Extension serves the professional and continuing education goals of thousands of people each year. Extension's programs are an essential part of the University mission to: extend the research and scholarship of UC Berkeley to a global community; increase access to higher education for non-traditional, online and international students; and improve the workforce.

Application Review Date

The First Review Date for this job is: 2/13/2024

Responsibilities

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Responsible for the delivery of Business and Management programs and courses. Works with the Program Managers and Director to develop and administer new and existing courses and programs. Provides instructors with guidance on academic and administrative policies. Informs current and prospective students on course and program options. Applies department and university policies in work with students and instructors. Collaborates across departments to ensure smooth day to day operations of academic programs.

Plans and schedules course offerings, identifies course topics.

- Tracks student or participant performance and course desirability. Responsible for a portfolio of programs and courses each semester, including scheduling, instructor contracts, syllabi collection and reviews, enrollment monitoring, and supporting instructors and students with timely communication as needed. Works extensively in the enrollment management system to create classes and monitor enrollments. Communicates with instructors as needed to ensure courses and programs run as planned. Responds and resolves urgent situations such as last-minute course schedule or location changes, informing students and instructors of changes. Monitors enrollments and proposes opening new and canceling of existing course sections as necessary.

Provides support for students.

- Responds to inquiries in a timely manner from students, potential enrollees, and instructors. Assists students in determining proper courses to complete program requirements. Applies professional concepts when providing advice and assistance to students on certificate programs and courses as needed. Researches and resolves enrollment issues. Resolves student/instructor disputes, escalates as needed to the program manager or director. Collaborates with program manager and director on grade appeals process.

Recruits, selects, orients, and evaluates qualified course and program instructors.

- Works with Program Managers and Directors to identify potential instructors; coordinates instructor interviews and materials required for academic approval and instructor hiring and onboarding. Manages contracts and instructor agreements for instructors, course developers or special instructors. Provides front line support to instructors on academic and administrative policies, student issues.

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Plans and develops new programs and curriculum, and organizes, adjusts and supports existing courses and curriculum in a continuing education/international education environment.

- Assists Program Managers and Directors with course development processes, including contracts, payment releases, course quality checks, and course updates. Works with Program Managers and Directors and instructors to secure academic approval for courses submitted to COCI (Committee of Courses on Instruction), proactively and independently tracking, troubleshooting, and resolving issues as needed.

Actively participates in long-range strategic planning for public educational/international education programs.

- Creates, distributes, and reviews surveys as needed and assists with data analysis as directed to support program success and growth. Compiles data reports and provides recommendations based on trends in enrollment and student surveys.

Participates in developing strategic market plans and target audiences.

- Uses knowledge of student demographics from student interactions to contribute to the development of marketing materials and student outreach projects. Conducts in-depth market and competitive research to inform Program Managers and Directors on the development of potential new courses and programs.

Evaluates and adjusts course curriculum through student/participant evaluations and level of interest shown.

- Tracks student performance, enrollment data and recommends program schedules to program managers and directors. Prepares comprehensive analysis reports per term based on end of semester program evaluations and student feedback. Recommends changes to program curriculum or implementation processes based on student feedback.

Facilitates and supports own and others' special program events.

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- Represents Berkeley Extension at all functions and events for the program. Organizes and coordinates information sessions, program outreach at career fairs, academic events, and departmental program extracurricular activities/workshops/cohort lunches.

Develops, prepares, and reconciles budget for the program.

- Ensures that instructors have met all contractual agreements prior to the issuance of payment. Processes expense reimbursements.

Other duties as assigned.

Required Qualifications

- Thorough knowledge of functional area and understanding of how work may impact other areas.
- Thorough analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.
- Thorough and effective verbal, written and interpersonal communication skills and presentation skills.
- Skill in using business software systems in the completion of work assignments; i.e. Word, Excel, Access, PowerPoint, Google Workspace.
- Thorough written, verbal and interpersonal communications, tact and political acumen to effectively represent the campus and interact with representatives and leaders of higher education institutions and corporations.
- Advanced written, verbal, and interpersonal communication skills, including the skill to produce information that is appropriately presented and effectively received by target constituencies.
- Active listening skills, including advanced critical thinking and analytical skills.
- Skill to recognize potential areas of constituency concern and address, resolve and/or mitigate problems or issues
- Ideal candidate will be a self-starter, with a strong entrepreneurial spirit.
- Thorough research, analytical and critical thinking skills, including sound judgment and decision-making skills and skill to correctly identifying real and potential problems, advising directors as required, and proposing effective strategic resolutions.

Education and Training

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- Bachelor's degree in a related area and / or equivalent experience/training.

Preferred Qualifications

- Thorough knowledge of campus policies and procedures.
- Thorough knowledge of and skill in delivering programs.
- Thorough knowledge of current public educational programs and trends.
- Thorough skills to conduct needs assessment and development of new presentations/courses to meet organizational needs.
- Knowledge of managing a portfolio of business and management courses at the university or corporate level.
- Advanced intercultural communication skills to effectively manage intercultural teams as well as the relations with international students and life-long learners, parents, agents and representatives of institutional or corporate partners.

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 \$59,100 - \$70,000 annually.

How to Apply

To apply, please submit your resume and cover letter.

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Referral Source Info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "*UCB Employee*". Then enter the employee's **Name** and **Berkeley email** address in the **Specific Referral Source** field. Please enter only one name and email.

Other Information

- This is a 100% full-time Career position with full benefits.
- Exempt and paid monthly.
- This position is eligible for 100% remote work.
- This is not a visa opportunity.

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.

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.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

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To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

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

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