

Admissions Advisor (4508U) UNEX - 67593
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=234837>

Downloaded On: May. 17, 2024 1:50pm

Posted Apr. 17, 2024, set to expire Jun. 30, 2024

Job Title Admissions Advisor (4508U) UNEX - 67593
Department
Institution University of California, Berkeley
Berkeley, California

Date Posted Apr. 17, 2024

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Admissions/Student Records/Registrar

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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.

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

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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

Summer Sessions, Study Abroad, Lifelong Learning & University Extension (SSALLEX) is the extended education division of the University of California, Berkeley and an essential part of the University's mission to extend the research and scholarship of UC Berkeley to a global community. SSALLEX is a vibrant and dynamic organization that enables more than 60,000 visiting, UC and potential Cal students; parents, faculty, academic units, international business partners, and central campus service providers engage in campus activities. The department provides more than 2,000 summer courses, fall freshmen programs, study abroad experiences, global internships, and year-around programs or courses, lectures, special events and interest circles for older adults.

Application Review Date

The First Review Date for this job is: 5/1/2024

Responsibilities

The division of Summer Sessions, Study Abroad, Lifelong Learning & University Extension (SSALLEX)

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serves a large and diverse population of more than 60,000 visiting, UC and potential Cal students; parents, faculty, academic units, international business partners, and central campus service providers engaged in campus activities. The role of this position is to provide assistance to students in relation to selecting the right program from our diverse options and cultivating exceptional candidates for a mix of different programs from initial inquiry through application submission or initial registration. Additionally, this position reviews applications from students and recommends admission decisions to our unit's academic programs.

- Exercises professional judgment in reviewing, evaluating, and recommending applicants for admission using established guidelines.
- Responds to inquiries from prospective students and provides substantive information on admissions requirements, programs and curricula for our unit's programs, including our visiting international student programs; advises on entrance requirements, application procedures, financial aid availability, housing alternatives, etc; advises/guides prospective students through decision-making and application processes through phone, email, web, social media, in-person and group interactions; Uses professional knowledge and perspective to relate to prospective students to establish professional rapport and add to the student experience.
- Maintains an active caseload of prospective students, agents, partners and other stakeholders and tracks activity via a variety of channels, including, but not limited to, Salesforce, Slate, Zendesk, Google Workspace, etc. Serves as liaison between students, parents, and programs and proactively supports communications with others participating in the recruitment, admissions, and student services process and refers prospective students to other parties as necessary; works with supervisor to develop communication and outreach strategy, as well maintain the prospective student web page and information; is proactive in identifying potential barriers within the student enrollment process and initiates steps resulting in resolution. Evaluates services to determine impact of recruitment and admissions activities with development of new and refined strategies for maximizing outreach and follow-up.
- Performs recruitment activities, including writing or editing materials, and representing the school/college / department at admissions events and other forums. Under direction and guidance, implements aspects of events to enhance recruitment and yield. Maintains an updated database of prospective students, macros, Zendesk articles, collecting data to determine their needs, and managing and tracking them through the pipeline. Pull data reports to help the supervisor assess recruitment progress, adjust communication strategies, application progress and forecast yield.
- Consult with experienced-level staff or faculty when reviewing more complex applications.
- Provides support for recruitment travel on all levels of preparation as needed, including the packing and transport of collateral, assist in related activities such as preserving student leads and maintaining contact, collecting travel expenses, and inputting relevant information into

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Salesforce and other data resources.

Required Qualifications

- Knowledge and experience working with a diverse student population, ranging from high school students to mid-career professionals and life-long learners.
- Ability to interpret program policies and procedures to prospective applicants and the public.
- Ability to maintain cooperative relationships with schools, universities, community organizations and other institutions.
- Ability to communicate effectively orally and in writing.
- Desire to help students achieve their academic, professional, and personal goals.
- Ability to screen and evaluate a program's overall fit for a student's goals.
- Ability to evaluate the effectiveness of communication models and recommend alternatives or refinement.
- Ability to conduct trainings and provide guidance to students, in-person, via web, over the phone and in writing.

Education and Training

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

Preferred Qualifications

- Working knowledge of recruitment and student services for pre-collegiate, international students and adult learners.
- Customer service or advising experience in an educational environment entailing one-on-one interaction.
- Working knowledge of developing recruitment strategies.
- Working knowledge of customer relationship management (Salesforce) and application systems (Slate).

Salary & Benefits

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- This is a 100% Career appointment with full benefits.
- Non-exempt, paid hourly and bi-weekly.
- This is not a visa opportunity.

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 \$28.30 - \$35.91 hourly

How to Apply

To apply, please submit your resume and cover letter.

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.

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.

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Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

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/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

Contact Information

Please reference Academickeys in your cover letter when

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applying for or inquiring about this job announcement.

Contact

N/A

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