

Program Coordinator (4167U) - 4664
University of California Berkeley

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Posted Jan. 8, 2020, removed Apr. 9, 2020

Job Title	Program Coordinator (4167U) - 4664
Department	
Institution	University of California Berkeley Berkeley, California
Date Posted	Jan. 8, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Educational Services Administrative Support/Services
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Job Description

Program Coordinator (4167U) - 4664
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 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

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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 [\[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/\]](https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/)Guiding Values and Principles, our [\[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://diversity.berkeley.edu/principles-community\]](https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://diversity.berkeley.edu/principles-community)Principles of Community, and [\[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/\]](https://apptrkr.com/get_redirect.php?id=1763557&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/)our Strategic Plan.

Application Review Date

The First Review Date for this job is: January 21, 2020

Departmental Overview

UC Berkeley Extension is the continuing education branch of the University of California, Berkeley. Extension offers more than 2,000 courses per year in a variety of subjects both online and in the classroom. Extension's administrative departments and units include student records (transcripts), registration, scheduling, international student services, facilities, financial services, and the cashier's office. In addition to the main Berkeley center, it has responsibility for the maintenance and operation of regional centers in San Francisco (Spear Street), and Belmont and other leased facilities in the San Francisco Bay Area.

Responsibilities

Under general supervision, organizes and supports existing public and other educational courses and assists in the development of new programs and course materials:

* Works with instructors to secure academic approval for courses submitted to COCI (Committee of Courses on Instruction).

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- * Track progress of CIA (Course and Instructor Approval) process and alert Program Director of any potential issues.
- * Assists in the recruitment of new instructors.
- * Works with Program Director to identify potential instructors; coordinates instructor interviews.
- * May assist in campus' approval process for certificate program renewal.
- * May assist instructors in the development of their course syllabus.
- * May conduct research on various Continuing Education programs, compiling information to support a Program Director's decision to create a new course or program.
- * Assists Program Director in evaluation of courses, instructors, and programs.

Assists in planning and scheduling course offerings and identifying course topics:

- * Works with staff in Extension, on campus, and outside organizations to ensure smooth operation of courses and programs.
- * Initiates course scheduling proposals for a portfolio of classes.
- * Provides administrative and logistical support to the department's programs, including monitoring and updating online support pages for groups and programs.
- * Establishes and maintains files for courses and instructors.
- * Arranges for logistical support of courses, programs, and meetings which may include: exams, audio-visual equipment, computers, photocopying, textbook orders, catering, lodging, support staff/cashier needs and other course materials.
- * Ensures that online and in print course information is up-to-date, correcting copy as necessary.
- * Monitors enrollments.
- * Works with Program Director and Scheduling to adjust classrooms if needed.
- * Cancels courses as necessary.
- * Monitors waiting lists as needed.

Assists in developing, preparing and reconciling budgets, purchase orders, reimbursement requests, and other administrative tasks for program:

- * Ensures that instructors have met all contractual agreements prior to the issuance of payment.
- * Processes expense reimbursements
- * Provides front line support for students and instructors.
- * Responds to inquiries in a timely manner from students, potential enrollees, and instructors.
- * Uses available resources to market and promote the value of UC Extension programs at the direction of the Program Director.
- * Assists students in determining proper courses to complete program requirements.
- * Applies professional concepts when providing advice and assistance to students on certificate

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programs and courses as needed.

- * Researches and resolves enrollment issues.
- * Resolves student/instructor disputes, escalates as needed to the Program Director.
- * Assists Student Services in verifying program completion.
- * May assist the Program Director on grade appeals process.
- * Orients new instructors to Extension policy and procedures.
- * Responds and assists in resolution of urgent situations such as last-minute course schedule or location changes, informing students and instructors of changes.
- * May create and present training materials for instructor or students pertaining to navigating LMS and/or Extension procedure.

Supports special events:

- * Assists in the organization and coordination of student orientations, information sessions, departmental program support activities, instructor orientations, and special events.
- * Facilitates workshops and information sessions at events; presents program information to incoming or prospective students.

Online specific tasks (if online courses are part of portfolio):

- * Triage student and instructor LMS (Learning Management System) access issues, determining the nature of the issue and route more technical problems to Extension LMS help desk or outside vendor.
- * Monitors student and instructor activity; alerts Program Director if there are issues to examine and assists in resolution as directed.
- * Based on course enrollments, alerts Program Director when new course sections may be needed.
- * Other duties as assigned.

Required Qualifications

- * Ability to gain working knowledge of departmental and campus policies and procedures; knowledge of educational program content and objectives.
- * Working knowledge of delivering professional and continuing educational programs.
- * Working knowledge of current continuing education programs and trends.
- * Working skills to produce and deliver programs.
- * Working knowledge of conducting needs assessment.
- * Good analytical skills to understand how business needs can be addressed through the design and delivery of training programs.
- * Good reading, verbal, written and interpersonal communication skills, and good presentation skills.

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- * Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- * Proficient at the use of business software systems in completion of assignments (e.g. Microsoft Office Suite, Google Suite) and ability to learn new software.
- * Ability to prioritize conflicting projects and meet project deadlines.

Education/Training:

- * Bachelor's degree and/or equivalent experience/training.

Salary & Benefits

This position is a non-exempt, bi-weekly paid position. Hourly pay for this role is commensurate with experience.

For information on the comprehensive benefits package offered by the University visit:

[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html]http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html

How to Apply

Please submit your cover letter and resume as a single attachment when applying.

Other Information

This is a one-year, full-time (40 hours per week), renewable contract position.

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

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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 see:

[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=http://www.eeoc.gov/employers/upload/pos

For the complete University of California nondiscrimination and affirmative action policy see:

[url=https://apptrkr.com/get_redirect.php?id=1763557&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit

[url=https://apptrkr.com/1763557]https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/H

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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