

Student Services Director (4579U) - 8777
University of California Berkeley

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Posted Jul. 2, 2020, removed Aug. 16, 2020

Job Title	Student Services Director (4579U) - 8777
Department	
Institution	University of California Berkeley Berkeley, California
Date Posted	Jul. 2, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Student Services
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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 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,

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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 [\[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/\]](https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/)Guiding Values and Principles, our [\[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://diversity.berkeley.edu/principles-community\]](https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://diversity.berkeley.edu/principles-community)Principles of Community, and [\[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu/\]](https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu/)our Strategic Plan[\[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu\]](https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://strategicplan.berkeley.edu).

Application Review Date

The First Review Date for this job is: July 14, 2020

Departmental Overview

The Department of History is rated one of the top academic programs nationally and globally. As one of the largest teaching departments in the College of Letters and Science, enrolling over 8000 students in 150 courses each year, our courses serve campus and department graduation requirements across the University.

The department is comprised of 50 tenure-track faculty, 30 emeriti, and 12 career staff. Annual hires include 15-20 visiting instructors, 25-30 visiting scholars, approximately 230 academic student employee appointments, and 10-15 casual employees. With approximately 500 undergraduate majors, 100+ graduate students, and a relatively new minor program, students in our program are able to select from a broad range of fields of study.

This Student Services Director is a key member of the History Department's management team and provides leadership and oversight to the student services and academic program management for both the undergraduate and graduate programs. Responsibilities include supervision of 4 student services staff; strategic planning and assessment of the department's student services functions; development

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and implementation of student services related policy and procedure; resource allocations and budgetary oversight, and resolution of problems involved with student services and the curriculum. The incumbent is the primary departmental resource in all student services related areas and works collaboratively with Department Chair, Vice Chairs, and faculty committees to achieve the department's academic objectives.

Responsibilities

Program Planning and Management:

- * Provides direction for administration and operation of the department's student services unit, including graduate and undergraduate programs.
- * Has broad authority and oversight responsibility in related matters, including academic advising, career counseling, recruitment, admissions, financial aid, the evaluation and awarding of fellowships and block grant funds, student orientations and events (e.g., commencement, Visit Day, Golden Bear Orientation, CalDay, etc.), curriculum planning and scheduling, book ordering, enrollment management, ASE assignments, and other related programs.
- * Leads analysis and strategic planning efforts, and recommends and initiates changes to the program to provide better service to management, faculty, and students.
- * Develops and modifies methods of advising to integrate University and department directives within student services and promote student academic success.
- * Researches and facilitates implementation of technologies, including database and web-based systems to enhance the delivery of programs and services.
- * Works with Chair, Vice Chairs, and Director of Administration on long-range planning and analysis in support of the administrative and programmatic goals for the Department and the College.
- * Provides support to graduate student representatives, including History Graduate Association members, Graduate Spaces Coordinator, and Grad Space Committee members.
- * Monitors and reports concerns related to student designated departmental space.
- * In coordination with student services staff and department Event Coordinator, monitors progress of planning of department events and programs related to student services, including the annual commencement ceremony.
- * Represents the student services unit to the campus community and relevant external constituencies, and serves as the primary department administrative representative on all matters related to student services.

Supervision and Staff Management:

- * Actively promotes professionalism, career development, and facilitates a collaborative, team

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approach within the student services unit.

- * Provides direction to professional student service staff on the more complex issues encountered and ensures advisors are upholding college, university and department policies and following appropriate procedures.
- * Sets priorities for the unit, monitors work flow, and evaluates performance.
- * Ensures effective cross-training and reallocates responsibilities and tasks as needed.
- * Communicates regularly with staff to ensure implementation of team initiatives and projects.
- * Trains staff on new and established policies and procedures.
- * Recognizes issues that have campus impact or future implications and directs managed employees accordingly.
- * Collaborates with Director of Administration to meet the permanent and temporary staffing needs of student services unit, and collaborates with department HR to develop job descriptions and recruit as needed.
- * Actively partners on decisions regarding performance, salary actions, hiring decisions and other human resources related issues of managed staff. Recommends employees for promotion/reclassification, and provides nominations for staff awards.

Program Policy Development & Enforcement:

- * Interprets complex and changing university, campus, and college student services requirements and policies, and analyzes impact of changes on department.
- * In consultation with the Chair, Vice Chairs, and Director of Administration, directs and oversees the implementation of all policies within student services.
- * Ensures departmental compliance with federal, state, college and university laws/regulations as they apply to all aspects of undergraduate majors and graduate students.
- * Ensures compliance checks are conducted on a periodic basis, and takes proactive corrective action as needed.
- * Serves as primary advisor to faculty and staff on department and college policies and procedures related to student services.
- * Coordinates orientation and training regarding student services policies and practices for new department faculty.
- * Involved in History 375 and other forms of GSI preparation for instruction.
- * Effectively balances dual role of student advocate and department representative, promoting student success while enforcing policies that protect the integrity of the History degrees.
- * Reviews exceptions to departmental student services policies related to a range of topics (e.g. admissions, transfer credit) to ensure consistent practice and precedent-setting actions.
- * Maintains a strict code of confidentiality, and ensures departmental compliance of the Family Education Right to Privacy Act (FERPA).

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- * Monitor the production of communications materials, coordinating with relevant student services staff and communications coordinator. Write and edit hard copy and web-based materials when appropriate.
- * Materials include undergraduate and graduate handbooks, brochures, informational handouts and guidelines, relating to History student programs.

Financial Oversight/Administration:

- * Responsible for providing projections and recommendations for Temporary Academic Staff (TAS) budget requests, totaling over \$3 million per year.
- * Provides analysis of these resources throughout the year to ensure maximum efficiency of utilization and appropriate allocation.
- * Directs programming of Summer Sessions, with focus on managing profit and developing new opportunities for funding sources through expanded offerings.
- * Works with graduate advising and admissions staff to oversee yearly budget of graduate student fellowships (University Block Grant and departmental endowment funds).
- * Monitors all student-services-related funds throughout the year and evaluates and provides recommendations for best tools for financial projections and tracking.

Curriculum Planning:

- * Serves as an active member of the department's curriculum committee.
- * In consultation with the Vice Chair, and in partnership with the Curriculum Coordinator, applies knowledge of department degree requirements and enrollment trends to recommend courses to be taught.
- * Supports recruitment of lecturers as necessary; makes recommendations to Vice Chair regarding appointments.
- * Coordinates with Vice Chair and Curriculum Coordinator regarding departmental teaching expectations.
- * Ensures planned schedule for any given year is within the total TAS budget, which involves on-going tracking and in-depth analysis of costs associated with ASE's, visitors, and adjuncts.
- * Directs staff who coordinate submission of various curriculum-rated procedures including the submission of course approval requests to the Committee on Course Instruction (COCI) of the Academic Senate when the department proposes additions, changes, or withdrawals of courses.
- * Utilizing extensive knowledge of course content, facilitates new course approval and curriculum revisions as needed and ensures course catalog is updated accordingly.

Academic Advising:

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- * Serves as the primary advising resource for department faculty and staff in relation to complex problems involving graduate and undergraduate students. As a back-up advisor, handles direct student cases on a limited, as-necessary basis.
- * Provides direction and guidance to faculty on issues of academic misconduct and grievances.
- * Applies advanced academic advising concepts and experience to navigate intricate student issues/grievances such as alleged discrimination, complex grade dispute issues, and students' personal crises.
- * Acts as liaison among students, faculty, other departments and college and campus administrations in both daily operations and highly sensitive advising situations.
- * Leads the planning and delivery of departmental student affairs workshops and presentations.
- * Develops and implements services to enhance department's outreach to underrepresented students.

Professional Development:

- * Maintains and updates working knowledge of student affairs administration by participating in campus organizations, networking with peers, and attending professional association meetings.
- * Takes appropriate classes in supervisory/management or student affairs-related topics.
- * Keeps current with national trends related to both graduate and undergraduate academic advising as well as best practices in student affairs administration

Required Qualifications

- * Advanced knowledge of advising and counseling techniques and demonstrated successful experience advising faculty, staff, and students on complex student affairs policies, both at the graduate and undergraduate level.
- * Ability to quickly learn and/or advanced knowledge and experience with department, college and campus degree requirements as well as policies and procedures related to student services such as code of conduct, HEERA, FERPA, Graduate Division and L & S policies and procedures.
- * Ability to interpret and implement new and established policies to ensure department compliance.
- * Knowledge of or ability to learn common University-specific online systems including Student Information System (SIS) and CalAnswers.
- * Excellent computer skills in MS Office Suite (especially Word and Excel), Box, and campus Google tools (bMail, BCal, drive, forms).
- * Ability to collect, analyze, and manipulate data to support program initiatives and goals.
- * In-depth understanding of student information systems required.
- * Experience working with relational databases, and/or Excel pivot tables ideal.
- * Knowledge of or ability to learn University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences. Outstanding organizational,

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analytical, planning, and project management skills.

* Ability in problem identification, reasoning, and ability to develop original ideas to solve problems and influence change.

* Effective budget and financial management skills.

* Working knowledge of, or ability to quickly learn, the university accounting system and procedures and campus Financial Aid Office policies.

* General knowledge of the field of History, especially as it relates to post-degree employment opportunities and practices.

* Excellent verbal, written communication and interpersonal skills.

* Multicultural competencies; ability to work with diverse populations.

* Effective written communication skills to prepare a variety of correspondence, including documentation of policies and procedures, training documents, and electronic forms and surveys; Experience in report writing and analysis.

* Experience in report writing and analysis.

* Political acumen and ability to maintain strict confidentiality.

* At least five years of progressively responsible experience in undergraduate and/or graduate student services, or a combination of education and relevant experience.

* Proven record of providing outstanding customer service

* Demonstrated leadership and supervision experience.

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

Salary & Benefits

This is an exempt, monthly paid position. Annual salary is commensurate with experience.

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

[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html]https://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html

How to Apply

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

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

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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 see:

[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=https://www.eeoc.gov/sites/default/files/mig

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

[url=https://apptrkr.com/get_redirect.php?id=1942099&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit

[url=https://apptrkr.com/1942099]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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