

Intake Adviser (4544U) - 66811  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=238821>

Downloaded On: Jul. 27, 2024 12:34pm

Posted Jul. 26, 2024, set to expire Nov. 4, 2024

**Job Title** Intake Adviser (4544U) - 66811  
**Department**  
**Institution** University of California, Berkeley  
Berkeley, California

**Date Posted** Jul. 26, 2024

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Student Services  
Educational Services  
Counseling 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.

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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](https://grow.berkeley.edu).

## Departmental Overview

### COLLEGE OVERVIEW

The College of Letters & Science is the largest of the university's 14 colleges and schools and the most prestigious teaching and research unit in the UC system. L&S encompasses more than half of the campus' faculty, three-quarters of its undergraduate students, and half of its Ph.D. candidates. Organized into six divisions: Arts and Humanities, Biological Sciences, Mathematical and Physical Sciences, Social Sciences, L&S Core, and the Undergraduate Division, L&S offers students a choice of 86 majors, joint majors and simultaneous degree programs as well as vast opportunities to study and conduct research both within and outside of the traditional disciplines.

### DEPARTMENTAL OVERVIEW

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The L&S Office of Undergraduate Advising (OUA) provides academic advising to newly admitted, currently enrolled and readmitted undergraduate students (approximately 23,000). Additionally, OUA provides guidance on academic programs, policies, procedures in the College of Letters & Science. OUA enforces and adjudicates the academic regulations of the College in order to ensure the integrity of the degree and the continuing quality of the institution. Decisions made by OUA impact all academic units within the College of Letters & Science and set precedent for other Colleges on campus. OUA works collaboratively with academic and administrative departments across campus. To enhance the student experience, OUA utilizes an Advising Neighborhood model by division and academic discipline, resulting in College Advisers and Undergraduate Major Advisers working more closely and collaboratively with each other.

Learn more about our mission and values here: <https://lsadvising.berkeley.edu/mission-and-value-statements>.

## **Position Summary**

The Student Academic Adviser 2 (or Intake Adviser) is the first point of contact for students requesting OUA services. Intake Advisers oversee OUA's in-person and virtual front desks and AskLnS email advising services. Additionally, Intake Advisers clarify College policies and procedures, provide guidance on petition and form submissions, and help students assess whether to make an appointment with an L&S College Adviser or other resource on campus. The role requires a broad understanding of administrative functions and technical problems involved in a fast-paced, academic advising office at a large public university.

## **Application Review Date**

The First Review Date for this job is: 05/02/2024.

## **Responsibilities**

### **GENERAL ADVISING**

- Staff the reception area and maintain a professional and positive attitude when responding to inquiries, requests, or complaints from students, parents, faculty, or staff.
- Apply advising concepts to identify students' needs, provide prescriptive academic assistance with academic requirements, and provide referrals to College Advisers, Deans, and/or other appropriate campus resources.
- Listen to and empathize with students experiencing a wide range of difficulties.

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- Work with Peer Advisers to assist students in understanding degree requirements (general education, breadth, majors, double majors, minors, academic probation, dismissal, declaring candidacy for degree, upper division units, withdrawal).
- Explain deadlines and College policies (adding and dropping classes, incompletes, grading policies).
- Communicate University and College rules and regulations (unit limitations, AP credit, concurrent enrollment, minimum/maximum units, repeating courses, senior residence, readmission).
- Review and process petitions and forms that may require additional collaboration and communication with campus partners, such as Undergraduate Major Advisors and Office of the Registrar.
- Intake Advisers refer students to College Advisers for more complex issues such as multiple degrees, or withdrawal from the University.

## PROJECT MANAGEMENT

- Update and maintain student records and generate notifications.
- Contribute to various committees and participate in the delivery of transactional advising services.
- Prepare files to support Assistant Deans who review readmission cases.
- Contribute to a variety of projects such as routing and processing petitions and administering different College policies, as part of the frontline advising unit.

## CAMPUS RESOURCE & LIAISON

- Serve as campus resource and liaison to several academic and administrative units on campus; provide information, clarification, and interpretation of College policies to the staff and faculty; refer students to non-academic resources as appropriate.
- Communicate and exchange information with other units on campus and make referrals to help students with their academic program.
- Consult with other student service units regarding students experiencing academic, financial, and personal difficulties.

## PROFESSIONAL LEARNING & GROWTH

- Maintain professional growth and development through attendance at weekly office-wide training sessions, seminars, conferences, and cross-campus committees, and through participation on campus-wide committees and in professional organizations to stay abreast of current trends in

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academic advising.

- Present in-office training and at conferences.

Help foster a culture of inclusion and belonging in alignment with the L&S Advising mission and values (<https://lsadvising.berkeley.edu/mission-and-value-statements>), the L&S Undergraduate Division Strategic Plan (<https://ls.berkeley.edu/UG-Div-Strategic-Plan>) and the UC Berkeley principles of community. (<https://diversity.berkeley.edu/principles-community>).

**Administrative Support:**

- Provides additional administrative office support or other duties as assigned and defined by operational necessity for special and impactful events.

**Required Qualifications**

- Basic knowledge of academic advising techniques.
- Knowledge of academic departments, courses and majors.
- Knowledge of and/or can quickly learn department/school/college policies, procedures, and requirements as related to academic advising.
- Detail oriented and ability to learn new technologies quickly.
- Ability to make sound judgments and clearly convey office policies and procedures.
- Abilities in problem identification, reasoning, and ability to develop original ideas to solve problems.
- Strong written and verbal communication skills, including active listening.
- Ability to multitask, meet deadlines, and pay attention to details.
- Bachelor's degree in related area and/or equivalent experience/training.

**Salary & Benefits**

This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly and eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

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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 \$26.05 - \$32.00.

### **How to Apply**

- To apply, please submit your resume and cover letter.

### **Other Information**

- This is not a visa opportunity.
- This recruitment has 4 openings.
- This position is eligible for up to 40% remote work.

### **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

[https://apptrkr.com/get\\_redirect.php?id=5385617&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5385617&targetURL=U.S. Equal Employment Opportunity Commission)

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

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### 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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