

Relocation Coordinator (4263C) 70332
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=239743>

Downloaded On: Aug. 31, 2024 8:16pm

Posted Jul. 24, 2024, set to expire Nov. 9, 2024

Job Title	Relocation Coordinator (4263C) 70332
Department	Residential and Student Services Programs
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator Professional Staff
Academic Field(s)	Residential Life
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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,

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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

Residential and Student Services Programs (RSSP) is part of the Division of Student Affairs under the direction of an Associate Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, security/safety, capital and minor capital projects, residential education programs, self-operated dining services, campus ID card as well as early childhood & education services for students, faculty, and staff. RSSP also conducts a summer conference and year-round catering/events business and manages faculty apartments. RSSP's annual revenue exceeds \$160,000,000, with a \$100,000,000 operating budget, and the department employs over 2500 career, limited, contract and student employees creating a "culture of care" for students, guests, customers and stakeholders.

This position is part of the Housing and Facilities Services (H & FS) unit in RSSP which manages over 3 million square feet across 150 buildings, houses over 10,000 residents (including undergraduate/graduate students, faculty and staff) and generates over \$120,000,000 in revenue. The

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unit is also responsible for the oversight of campus Recreational Sports facilities operations (centers, pools, fields, marina space, etc.) adding in 300,000 square feet and a \$2,800,000 budget. H & FS provides clean, safe, code compliant facilities, efficient response to concerns, a high quality experience and focus on customer service.

Application Review Date

The First Review Date for this job is July 1, 2024

Responsibilities

- Provides guidance and student services assistance including specialized student assignments/reasonable accommodations for Students with Disabilities or other identity-based requests.
- Coordinates housing assignments for Athletics, Theme program participants, transfer residents, occupancy moves, and single graduate student apartments.
- Administers facilities and space logistics, may also coordinate facility tours.
- Manage assignments, communication, billing and other logistics of our public-private partnerships, master lease agreements, and summer internship housing in collaboration with on-site and remote building managers and/or developers.
- Maintains chatbot management and other customer services database management systems.
- Responsible for Cal Housing Website care, reviewing and updating web pages as needed in collaboration with the Cal Housing team and Communications office, along with supporting social media outreach.
- Creates or collaborates on Cal Housing marketing materials. Collaborates with the Resident Services Manager for yield prep.
- Specializes in one or more of these primary functions or acts as back-up.
- Administers a defined operational program or activities which may include some of the following functions: occupancy management, provides clean, safe, code compliant facilities, efficient response to concerns, a high quality experience and focus on customer service.
- Assists with providing student-centered service via phone, email, and in person.
- Functions as a resource on student, parent, and other institutional issues, including responding to escalated customer service problems.
- Oversee P3 move-in days in the Fall and the Spring.
- Participates in the development and revision of standard operating procedures and guidelines.
- Under general supervision, provides analysis of moderate operational projects, develops short-term plans.
- Assesses and recommends changes to maintain compliance with federal and state requirements

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and internal policies.

- Conducts trends, analyzes and helps develop resulting recommendations.
- Gathers and analyzes financial and other resource data; prepares reports or analyses of operational activities, evaluation of current and proposed services, etc., for internal/external constituencies' review and decision-making.
- May purchase supplies, reconcile accounts, coordinate travel arrangements and reimbursements.
- Serves on committees or work groups, representing department/unit.
- Some overtime and travel may be required for outreach, recruitment and meeting critical deadlines.
- IIPP Statement - Works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions.

Required Qualifications

- Working knowledge of common campus-specific and other computer application programs, including Microsoft Office Suite (strong knowledge in Excel), Google Suite, Starrez, and/or other computer application programs.
- Solid communication and interpersonal skills to communicate effectively with all levels of staff, both verbally and in writing.
- Ability to use discretion and maintain all confidentiality.
- Ability to use sound judgment in responding to issues and concerns.
- Knowledge of local housing market trends.
- Ability to develop and provide public speaking presentations representing housing at university events.
- Displays attention to detail, solid organizational skills and ability to multi-task with demanding timeframes.
- Customer Service experience working with public clientele such as staff, faculty, families, students and parents.
- Successful collaboration in a team environment on day-to-day support.
- Demonstrated flexibility balancing programming and other operational challenges.
- Knowledge of Americans with Disabilities Act, Family Educational Rights and Privacy Act, National Collegiate Athletic Association regulations NCAA, and California rental laws/guidelines.
- Knowledge and experience working on disability accommodation plans under Section 504 of the Rehabilitation Act.
- Two or more years of experience in a University setting interacting with families, students, parents, faculty and staff in residential services and facilities management role.

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

Salary & Benefits

This is a full-time, career position.

This position is eligible for the full range of UC 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 hourly range that the University reasonably expects to pay for this position is \$38.61 (step 12) - \$40.39 (step 14).

How to Apply

To apply, please submit your resume and cover letter.

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.

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

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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 applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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