

Tuition and Fees Analyst (7398U), Office of the Registrar -
71780
University of California, Berkeley

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Posted Aug. 30, 2024, set to expire Dec. 27, 2024

Job Title	Tuition and Fees Analyst (7398U), Office of the Registrar - 71780
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Aug. 30, 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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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

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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

Office of the Registrar (OR) supports every registered student, alumni, as well as all the faculty and staff. We are committed to helping students discover an academic path that fulfills graduation requirements and that augments and enriches their education beyond the boundaries of their degree program. We are stewards of student data, and are responsible for maintaining the integrity of every academic record. We work with the schools, colleges and departments, and IT system groups to ensure adherence to policies, regulations and procedures as mandated by the UC Regents and the Faculty Academic Senate; accuracy of data; and to provide access and security for the curriculum, academic records and other data needed to fulfill Berkeley's academic teaching mission.

Job Summary:

The Tuition and Fees Analyst is a vital member of the Registration and Enrollment Unit within the Office of the Registrar, a collaborative team dedicated to supporting the enrollment and registration process and ensuring the accurate application of tuition and fees. This role serves as the program officer for the tuition stability/cohort-based tuition program and oversees self-supporting programs within the Registration and Enrollment team.

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Given that Campus Solutions, the student information system, lacks a built-in cohort-based tuition process, this position is crucial in verifying cohort data for accuracy, reviewing reports, and implementing any necessary exceptions or policy interpretations. Key responsibilities include maintaining data integrity, generating associated reports, calculating the financial impact of student withdrawals, and developing processes to manage exceptions. Additionally, the analyst interprets relevant policies and guidelines to ensure accurate application.

The Tuition and Fees Analyst acts as a key liaison between the Registration and Enrollment team, campus partners, and students, assessing cohort data accuracy, troubleshooting issues, testing solutions, and documenting necessary corrections for implementation. This role also addresses challenges related to various self-supporting degree programs, including their effects on tuition, program fees, calendar timelines, and related registration and fee workflows. The analyst also responds to student inquiries concerning tuition and fees.

Furthermore, the analyst is responsible for analyzing and interpreting regulations, policies, and procedures related to fees, and drafting amendments to policies as exceptions arise. The complexity and diversity of the policies and programs require the analyst to work closely with the Registration and Enrollment team to plan, design, execute, and monitor cohort-based tuition projects. This includes assigning and tracking cohorts in Campus Solutions, conducting ongoing analyses to provide concise guidance to campus leadership on compliance, risk, policy, and resource management. Responsibilities also encompass developing reports and documentation, reviewing cohort data for enrollment reports, facilitating the appeals process, and serving as a liaison to partner offices.

Application Review Date

The First Review Date for this job is: September 11, 2024

Responsibilities

- Provide analyses for complex budget, financial, academic, data, systems, and resource projects working directly with all levels of managers.
- Conduct ongoing analysis to provide clear and concise guidance for campus leadership to assess compliance, avoid and mitigate risk, evaluate the impact on existing policies, and review resource management.
- Serve as program officer for the Tuition Stability program and point person for self-supporting programs - review and triage appeals; authority to correct administrative errors.
- Support testing of fee assessments prior to each term.
- Confirm that fees are displaying correctly in Campus Solutions.
- Test how cohort fees interact with withdrawal and refund policy.
- Test how cohort fees interact with other fee policies.

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- Conduct post-implementation analysis to determine the need for further enhancements, finer distinctions, and/or additional process/policy components.
- Ensure that systemwide policy analysis carefully balances individual campus needs with systemwide criteria.
- Research, monitor, and analyze regulations, legislation, research literature, and UC policies for impact on the organization or initiative.
- Analyze and interpret policies and regulations with respect to fees; monitor campus implementation of student fees; craft amendments to policies as exceptions emerge.
- Provide consultative services regarding tuition stability and self-supporting programs to department administrators, partners, and external stakeholders.
- Develop proposals and recommendations to guide and support a broader strategic direction for the organization or initiative.
- Plan, design, execute, monitor, and control projects including the assignment and tracking of cohorts in Campus Solutions.
- Develop reports and documentation.
- Update any definitions or postings of information about the Tuition Stability Program.
- Review cohort data for enrollment reports.
- The incumbent may also prepare information and analysis for formal policy committees and committees that review escalated fee issues.
- Review compliance with target populations (timing), including Regents, Chancellors, and Veterans (new notifications).
- Proposes, leads, and/or participates on policy and planning committees and working groups.
- Provides strategy development for tuition stability planning.
- Facilitate cohort-based tuition appeals process that is called for in UCOP's draft guidelines.
- Coordinates efforts with a variety of external and internal contacts; researches organizational structures, policies, and procedures and summarizes best practices in the field.
- Provides technical guidance and quality assessment.
- Serves as a liaison to partner offices (such as Communications to develop clear messaging, or SIS, since the cohort-based tuition process will need to be tested during every Campus Solutions upgrade).
- Drafts, reviews, and updates communication to students and posts on key campus websites.
- Coordinates the implementation with cross-organizational departments or external entities as needed.
- Performs ad hoc, analytical studies related to tuition and fees, tuition stability and other applicable policies, programs, and issues which are complex in nature.
- Stays abreast of changes in policy or implementation guideline changes.
- Provide recommendations and specifications.

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- Other projects as assigned.
- Professional Development: Engages in professional development opportunities, including but not limited to policies, tools and systems changes, and business process analysis.
- Continues to develop skills to support campus values within the Division and across campus.

Required Qualifications

- Strong written, verbal, and interpersonal communication skills to communicate and collaborate effectively with all levels of staff.
- Ability to work with both technical and non-technical personnel at various levels of the organization.
- Ability to use discretion and maintain all confidentiality.
- Analytical / problem-solving, deductive reasoning, and error analysis skills.
- Ability to quickly learn and adapt to business processes and application programming changes.
- Strong skills in analyzing, researching, and synthesizing large amounts of data for preparing sound and relevant proposals/analyses.
- Ability to multi-task with demanding timeframes.
- Strong policy analysis techniques.
- Knowledge of FERPA and data privacy regulations and practices.
- Strong project management skills and the ability to manage projects in an environment of great ambiguity, uncertainty, and change.
- Attentive to detail, highly accurate, and able to formulate logical decisions for complex systems cases.
- Strong active listening, critical thinking, and abstract thinking skills in order to isolate key elements of issues and determine the next course of action.
- Must be able to research and articulate the specific conditions/assumptions being made about how UC Berkeley business processes currently operate and why.

Education/Training:

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

Preferred Qualifications

- Knowledge of common organization- or research-specific and other computer application programs.
- Knowledge of and/or ability to learn Campus Solutions or similar complex student information

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- systems, and other computer application programs.
- Experience working on systems used for enrollment and registration in a large organizational setting.

Salary & 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 salary range that the University reasonably expects to pay for this position is \$72,600.00 - \$129,000.00, with an expected offer up to \$100,800.

- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is exempt and paid monthly.
- This is a remote-friendly position, eligible for 80% remote capability.

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.

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



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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/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

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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