

Online Education Operations Coordinator (4574U),
Berkeley Public Health - 73549
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=246952>

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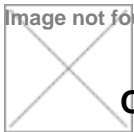
Posted Oct. 11, 2024, set to expire Feb. 7, 2025

Job Title	Online Education Operations Coordinator (4574U), Berkeley Public Health - 73549
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 11, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Educational Services
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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

Berkeley Public Health (BPH) aims to improve population health, especially for the most vulnerable, through interdisciplinary collaborations, preeminent education, and transformational research. Established in 1943, BPH is a professional school on the UC Berkeley campus that

comprises six academic divisions and nearly 30 research centers and programs. Our department's values include social justice, health as a right, challenging conventional thought, embracing diversity, and creating meaningful impact. We honor our principles of community by centering and valuing everyone in our community; prioritizing prevention while remaining grounded in social justice; promoting safety and respect; practicing self-care and kindness; and remaining optimistic, hopeful, and committed to change. Learn more at: publichealth.berkeley.edu.

BPH Online MPH Program was the first online degree program on the Berkeley campus. It is a self-supporting degree program that receives no campus subsidy. It has grown steadily since its opening

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and currently serves approximately 300 students annually. The School's ambition is both to continue to grow the OOMPH and similar programs that are self-supporting and generate revenue for the School as well as to use our online platforms to increase access to high-quality public health education in California and Globally. We envisage a future in which the boundaries between online and in-person education blur and where the same tools are used in both. We also envisage that the tools will facilitate far greater collaboration among universities - whether within California or around the world - to the mutual benefit of the universities and their students.

The Online Education Operations Coordinator supports the Student Services and Operations teams by managing a wide range of responsibilities, including meticulous data tracking and management, event planning, and exceptional task management skills. This role requires consistent and clear communication with students, ensuring their needs are addressed while adhering to complex business processes. The Coordinator is expected to follow and help improve complex business processes, gain proficiency in numerous campus business systems (e.g. the student information system) and help plan large scale events. Working in a collaborative and supportive team environment, they receive training and mentorship while independently handling routine tasks and addressing moderately complex issues that impact the overall success of the Online MPH Program.

Application Review Date

The First Review Date for this job is: October 23, 2024

Responsibilities

Enrollment:

- Ensure program students are properly enrolled, registered, fees paid, and enrollment holds are cleared.
- Manage waitlist, update roster, and report on enrollment numbers.
- Inform students on enrollment policies & procedures, and process add/drops.
- Update Active Student Tracker: Pull report, add enrollment notes, flag students for Program Manager follow-up.
- Manage Permission Number process for non-Online MPH students.

Event Planning:

- Plan and implement the Online MPH Program Commencement Celebration.

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- Plan and implement On-Campus Summer Visits for first- and second-year students, including logistics for catering, room reservations, parking, event management platform, ordering t-shirts, printing name badges, etc.
- Coordinate on-campus housing and fellowship travel reimbursements for On-Campus Summer Visits.
- Confirm residency requirement completion.

Operations and Finance Support:

- Manage course planning process to ensure all program courses are accurately reflected in the course scheduling system.
- Assist with monthly and annual budget reconciliation processes.
- Assist with tracking course development and rebuild projects.
- Handle administrative tasks such as organizing program file directories, processing reimbursement requests, reconciling university credit card transactions, ordering supplies, and purchasing gift cards.
- Assist with Student Employment hiring tasks, including posting ads and generating offer letters.
- Manage office storage and supplies inventory.
- Process honoraria requests for guest lecturer payments.

Communications & Web Content Updates:

- Manage student communications (e.g. newsletter, website).
- Send Phase I enrollment reminders and Enrollment Form reminders after Phase I.
- Manage UC Student Health Insurance Program (SHIP) waiver process and reminders.
- Update and maintain program calendar and student-facing calendars.
- Archive and organize student advising content.
- Attend team meetings.

Professional Development:

- Participate in workshops, trainings, and other professional development activities.

Other Duties:

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- Perform other duties, as assigned.

Required Qualifications

- Strong communication and interpersonal skills to work effectively with all levels of staff, students, and faculty.
- Demonstrated high-level, results oriented customer service skills.
- Strong attention to detail and excellent organizational skills with the ability to multi-task with competing deadlines.
- Ability to use sound judgment in responding to issues and concerns.
- Ability to use discretion and maintain confidentiality.
- Strong analytical and problem-solving skills.
- Ability to develop methods or procedures to resolve operational problems.
- Proficiency with MS Word, PowerPoint, Excel, Google Suite of services.
- Experience with planning and/or executing large scale events.

Education/Training:

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

Preferred Qualifications

- Knowledge of and/or ability to learn University-specific computer application programs and pertinent databases.
- Understanding of and/or ability to learn University rules and regulations.
- Knowledge of and/or ability to learn University processes and procedures.
- Experience with content management on web platforms.
- Experience with budget management.

Salary & Benefits



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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 or hourly range that the University reasonably expects to pay for this position is \$30.00 - \$35.25. This is a non-exempt, bi-weekly paid position.
- This is a full-time, Career position that is eligible for full UC benefits.
- This is a 20% remote friendly position, eligible for remote work at least one (1) day per week. Specific arrangements will be made in collaboration with your supervisor to ensure role responsibilities and department needs are met, and may change based on business requirements.

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 service agencies. We reserve the right to make employment contingent upon completion of signed



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statements acknowledging the responsibilities of a Mandated Reporter.

Other Information

This position is not eligible for visa sponsorship.

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/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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