

Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

Job Title	Operations & Guest Experience Coordinator (4722C) ASUC Student Union 73933
Department	ASUC Student Union
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 31, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator Professional Staff
Academic Field(s)	Student Services Administrative Support/Services
Apply Online Here	https://apptrkr.com/5766785

Apply By Email

Job Description

Image not found or type unknown



Operations & Guest Experience Coordinator (4722C) ASUC Student Union 73933

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.



Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

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.

Departmental Overview

The ASUC Student Union is the campus "living room," offering everything from co-curricular opportunities to fun, creative activities. It serves all students and seeks to create an inclusive campus community, thereby enhancing the student experience at UC Berkeley. To this end, we provide quality services and programs that foster experiential learning opportunities and ensure a sustainable organization. We derive income from student fees, retail operations, vending, food service, and a variety of self-operated units such as the Art Studio, Creative Lab, and Events Services. We manage and operate multiple facilities including the Lower Sproul Student Union Complex, Anthony Hall and Anna Head Alumnae Hall, which house the ASUC student government, Graduate Assembly, Multi-Cultural Center, Public Service Center, LEAD Center, SERC, Basic Needs and much more. Finally, we provide financial and accounting services to approximately 25 ASUC Government Officers, Graduate Assembly Executive Officers, and over 1,400 student groups and 40 student publications. The Student Union is a department within the Division of Student Affairs and reports to the Dean of Students.

Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

Application Review Date

The First Review Date for this job is: November 12, 2024

Responsibilities

The Operations Coordinator is responsible for the comprehensive planning, scheduling, and management of event setups and breakdowns, ensuring a seamless experience for all stakeholders. This role includes supervising student staff-conducting interviews, training, and mentoring-while providing support to student employees for escalated issues.

In collaboration with the Operations & Guest Experience Manager, the Operations & Guest Experience Coordinator will assist in enhancing the guest experience program and conduct regular customer service training for both full-time and student staff. Serving as the nighttime liaison for Berkeley Event Services, this position's work schedule is typically Tuesday - Saturday, 2:00pm - 11:00pm, including a one hour break, and can be adjusted according to the weekly event needs.

- Directly responsible for planning, scheduling, and overseeing the setup and breakdown of events
- Supervise, develop, train, guide, and mentor 20 - 30 Event Operations student staff
- Serve as next level support for escalated issues from Event Operations student staff
- Ensures smooth-running, effective events, including leading the successful resolution of potential and real problems in a timely manner using tact, sensitivity, discretion, and political acumen
- Collaborate with the Operations & Guest Experience Manager to develop Berkeley Event Services' guest experience program; conduct customer service and safety & awareness trainings for full-time and student staff
- Serve as the nighttime liaison for Berkeley Event Services
- Work closely with event coordinators and planners to ensure all event details such as event agendas/timelines and event staffing needs are inputted in the event management system accurately and in a timely manner
- Participate in meetings to advise on event needs such as diagrams and staffing support
- Communicate effectively with the Event Operations Specialists to ensure proper scheduling of student staff
- Monitor equipment inventory levels, conduct regular inventory audits, and manage equipment stock to prevent shortages or overstock
- Analyze inventory data to identify trends, make informed purchasing decisions, and prepare regular reports on inventory status for management review
- Oversee storage operations, ensuring efficient organization and retrieval of equipment
- Participate in planning, organizing, and staffing larger or more complex events; assisting Event

Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

Coordinator during high profile events

Required Qualifications

- Thorough demonstrated knowledge in administrative procedures and processes including word processing, spreadsheet and database applications.
- Requires good verbal and written communication skills, active listening, critical thinking, multi-task and time management skills.
- Requires strong interpersonal and work leadership skills to provide guidance to other nonexempt personnel.
- High school diploma or equivalent experience.

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 hourly range that the University reasonably expects to pay for this position is \$29.63 - \$42.44

- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is non-exempt and paid bi-weekly.

How to Apply

To apply, please submit your resume and cover letter.

Other Information

This position is governed by the terms and conditions in the agreement for the Clerical & Allied

Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at: <http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>

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 [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



Operations & Guest Experience Coordinator (4722C)
ASUC Student Union 73933
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247995>

Downloaded On: Oct. 31, 2024 10:23pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

University of California, Berkeley

,