

Graduate Student Services Advisor 4 (4576U), Berkeley
Public Health - 74076
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=248069>

Downloaded On: Nov. 2, 2024 3:13am

Posted Nov. 1, 2024, set to expire Feb. 28, 2025

Job Title	Graduate Student Services Advisor 4 (4576U), Berkeley Public Health - 74076
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Nov. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Counseling Services 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.



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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.

Departmental Overview

The School of Public Health 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.

Position Summary

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The Division of Health Policy & Management (HPM) is one of the critical components of the School of Public Health and provides graduate level courses, a certificate, and concurrent degree programs available to BPH students and graduate students across campus. The Senior Program Manager position in HPM is responsible for providing advanced level student services and administration for the Health Policy PhD, and multiple HPM programs (2-year MPH, 11mo MPH, MPH-MPP, and MPH-MBA, Graduate Certificate in Health Management) and directing the work of the Program Manager. As a result, this position encompasses a wide range of student services duties and responsibilities. The incumbent provides assistance to the program Division Head, program directors, faculty, and students in academic advising; curriculum development and support; recruitment and outreach to prospective students, including underrepresented groups; admissions; financial aid; the evaluation and awarding of fellowships and block grant funds from School or University resources; T32 training grant administration, analysis and advising regarding course selection and scheduling to meet student requirements for multiple distinct programs; student orientation and events including commencement; career counseling; and related activities. The Senior Program Manager also works closely with Division and school wide faculty, the Division Manager, and Students Services.

Application Review Date

The First Review Date for this job is: 11/13/2024.

Responsibilities

Academic Advising:

- Identifies and resolves or refers intricate student issues/grievances such as alleged discrimination, complex grade dispute issues, and students' personal crises; recommends petition exceptions that affect the requirements of multiple departments; collaborates with peers and Associate Directors from concurrent degree partners (Haas & GSPP) to ensure seamless advising for those students.
- Track and document students' progress each semester; prepare and execute the advising communication plan with timely information about enrollment deadlines, class scheduling, program updates, etc.; manages Academic Progress Reports and works with Graduate Division to integrate program changes; conducts advising meetings with students individually and in groups in-office and virtually; responds to complex student advising questions via email; review and approve minor program exceptions like enrollment in online courses or replacing breadth courses; advise faculty and staff on campus advising updates.
- Counsels program director and faculty on student advising issues and how to help students with progress problems. Evaluates and advises students on course selections and on petitions for

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candidacy and exceptions. Keeps program students informed of changes in curriculum, Advises students on course prerequisites, content, and access: including courses offered by other programs and campus departments. Ensures concurrent degree partner units have accurate information on student status, engages them as needed to resolve advising issues.

- Makes referrals to campus resources, i.e. intercampus exchange, International House, or the Disabled Students' Program.
- Maintains and updates student handbooks to reflect current policies, frequently requested information, student resources, and curriculum requirements and changes.
- Manages student progress on capstone development for the MPH programs. Coordinates communication between students, faculty advisors, and program leadership to ensure good academic progress.
- Administers the Health Policy PhD Qualifying Exam process. Ensures the committee meets Graduate Division and Department standards for advance to candidacy in a timely manner.
- Advises and collaborates with students to create their educational plan to ensure on-time degree completion. Makes recommendations to program leadership for individual student exceptions.
- Counsel PhD students on the dissertation filing process including valid committee configuration, completion of filing process, and needed approvals.

Recruitment and Admissions:

- Advises department/school/college on outreach strategies, and helps identify targeted institutions to meet organization's goals; coordinates, reviews and advises chair/dean and faculty on transferability and applicability of non-UC Berkeley courses.
- Manages and responds to prospective student inquiries in the Health Policy and Management Division email accounts; meets with prospective students virtually and in-office; schedules and delivers prospective student webinars; manages the application review process for the Health Policy & Management 11 month & 2 yr MPH; Concurrent HPM MPP/MPH and Health Policy PhD; collaborates with other campus units on concurrent degree admissions, collaborates with the BPH and central Graduate Admissions team to update the applications each summer
- Prepares application data reports for the application review committees; schedules review meetings; processes decisions and ensures decision processing deadlines are met; creates and executes the communication plan for newly admitted applicants.
- Identifies applicants with desirable backgrounds or characteristics for additional faculty review or for funding consideration. Advises international applicants on unique requirements for admission. Plans and implements the applicant evaluation process at the program level, managing admissions committees and an extensive and diverse applicant pool, Advises faculty committees regarding application requirements, timelines and fellowship criteria; keeps committees on track

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to meet School and campus deadlines, coordinates organization and review of files, ensuring confidentiality.

- Designs reports and rubrics to document and track applicant admissions criteria and committees' decisions.

Financial Aid:

- Recommends resolution of extremely sensitive, specialized, and/or complex financial aid issues; and/or administers departments/schools/colleges block grants and restricted funds.
- Recommends allocation of discretionary program funds for admitted and continuing students.
- Collaborates with program leaderships to outline the guaranteed funding support for Health Policy PhD program. Manages Health Policy PhD block grant funds. Connect with faculty advisors to ensure students have a sustainable funding plan.
- Collaborates with program directors in the evaluation and nomination processes for student fellowships, grants, and other awards managed by the Student Services and Admissions team.
- Advises international students of GLACIER deadlines, assists with forms.
- Advises students on financial aid options, including GSI/GSR options and requirements.
- Connects students with GSI/GSR openings and other job opportunities.
- Manages distribution and reporting of the AHRQ T32 NIH training grant.

Department/School/College Policies & Supervision:

- Advises chairs/deans on the formulation of department/school/college policy by advising them on areas needing clarification and identifying solutions; analyzes the consequences of organization's academic policies and recommends new or changed policies; recommends solutions to organization's problems.

Curriculum Support:

- Manages and makes recommendations for the improvement of the Health Policy & Management curriculum and the curriculum in general. Determines needs and advises faculty regarding courses necessary for student program completion and other curriculum changes
- Manages student progress on course requirements and milestone completion and informs faculty and students about coordination of these processes.
- Maintains history of course offerings and enrollments; contributes information regarding course offerings as needed to accrediting bodies such as CEPH. Plans, designs, and provides

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workshops for students, such as information about the campus, or academic strategies and enrichment programs.

- Manages the MOU between HPM and the Haas School of Business regarding EMBA and EW MBA student enrollment in online courses included the Graduate Certificate in Health Management, manages enrollment, tracks Haas student progress, point of contact with Haas program office, and certificate completion. Prepares complex enrollment projections for courses taken by EW MBA and EMBA students per the MOU.
- Collaborates closely with Haas and Goldman program offices to ensure the effective delivery of comprehensive student services for the concurrent degree programs.

General Administration:

- Schedule meetings virtually and in-person; serve on School and campus committees representing the division and programs; participate in Student Services (bi-weekly), advising meetings (as needed), HPM Division (bi-weekly), and GSAO (monthly) meetings; provide in-person assistance to students, staff, and faculty; serve as the emergency back-up for the Division Manager when they are out of the office due to vacation, illness, or other short-term leave.
- Oversees the maintenance and updates of the HPM program website to ensure accurate, timely, and engaging content. Manages social media platforms by creating, curating, and posting relevant content to enhance visibility, engage the audience, and promote programs.

Event Planning & Execution

- Plan and implement small and large-scale events including but not limited to student socials, Program Town Halls, retreats, Spring Visit Day (for newly admitted applicants), New Student Orientation (for incoming students), and Commencement; manage event budget; process reimbursements for staff, faculty, and students; provide feedback to faculty, staff, and leadership post-event.

Student Conduct Management and Reporting:

- Responsible for staying up to date, interpreting and communicating campus policies and advising students and faculty on student conduct, grievances, disputes, and issues regarding discrimination; file Care reports with the Students of Concern Committee when a student exhibits concerning behavior related
- to their personal, physical and emotional wellbeing or that of others; notify program leadership

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when student conduct concerns arise

- Serves in the "responsible employee" role which requires timely reporting of safety and SVSH issues.
- Participates in workshops, trainings, and other professional development opportunities.
- Supervises the HPM Graduate Student Services Advisor. Recommends salary actions, performance ratings, and other related issues of managed staff. Ensures staff are fully trained and have the tools and access they need to perform successfully in their roles. Actively engages in and supports the professional development of direct reports. Harnesses strong team-building skills as a means to build staff morale.
- Participates in workshops, trainings, and other professional development activities

Other duties, as assigned.

Required Qualifications

- Advanced knowledge of advising and counseling techniques.
- Skills in monitoring/assessing people, processes or services, to make improvements.
- Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.
- Ability in problem identification, reasoning, ability to develop original ideas to solve problems, persuasion, leadership.
- In-depth knowledge of the field's post-degree employment opportunities and practices.
- Interpersonal skills.
- Multicultural competencies; ability to work with diverse populations.
- Strong collaboration skills, enabling efficient and effective coordination with other program offices and Graduate Division.
- 3-5 years student services experience or equivalent.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Knowledge of and/or can quickly learn University-specific computer application programs.
- Knowledge of and/or can quickly learn University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.
- Experience working with Graduate and/or Professional students.
- Knowledge of professional practices related to public health education.

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- Team leadership or Supervision.
- Master's degree in a related discipline (Public Health, Higher Education, Counseling, Social Work, etc.).

Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly 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.

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 annual salary that the University reasonably expects to pay for this position is \$88,000.00 - \$96,000.00. The full pay scale range for this position classification is \$72,600.00 - \$129,000.00.

How to Apply

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

Other Information

- This is not a visa opportunity.
- This position is eligible for up to 40% remote work. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.



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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=5769487&targetURL=U.S. Equal Employment Opportunity Commission poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

Referral Source info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "*UCB Employee*". Then enter the employee's **Name** and **Berkeley email** address in the **Specific Referral Source** field. Please enter only one name and email.

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



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applying for or inquiring about this job announcement.

Contact

N/A

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