

Cal Student Central Advisor (4574U), Financial Aid
Office - 73989
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=248579>

Downloaded On: Nov. 21, 2024 3:51pm

Posted Nov. 11, 2024, set to expire Mar. 8, 2025

Job Title	Cal Student Central Advisor (4574U), Financial Aid Office - 73989
Department	Cal Student Central
Institution	University of California, Berkeley Berkeley, California
Date Posted	Nov. 11, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Counseling 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.

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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

Cal Student Central (CSC) is dedicated to providing efficient, student-centered, and quality service to UC Berkeley's applicants, students, faculty, alumni, and staff. In an effort to be inclusive and accessible, we offer services in-person, over the phone, and online. We serve as representatives of the Financial Aid and Scholarships Office, the Office of the Registrar, and Billing and Payment Services. CSC strives to support student success with a service-oriented, cross-trained, and solution-seeking professional staff. In this capacity, we assist the Berkeley community in navigating a wide range of topics, from providing support on ordering transcripts to explaining the activity on a student account.

Position Summary

This position involves a wide range of student services duties and responsibilities and requires substantive knowledge and familiarity with key Financial Aid, Billing and Payments, and Registrar-

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related policies and procedures. In addition, the position supports the Office of Undergraduate Admissions, the Cal Parents Program, Summer Sessions, Berkeley International Office, University Health Services, the Study Abroad Office, the CalOne Card Office, the Cal Housing Office, New Student Services, and other campus constituents.

The position provides frontline advisement at Cal Student Central. The incumbent provides comprehensive counseling and advising services on registration and enrollment, financial aid, and billing and payments to all Berkeley students, alumni, student delegates, and prospective students via various service avenues (i.e. phones, online tickets etc.)

Application Review Date

The First Review Date for this job is: 11/21/2024.

Responsibilities

- Applies professional Student Services concepts in providing a variety of student services to the Berkeley campus student population through Cal Student Central.
- Effectively provide advice to students either in person, through the online inquiry/ticketing system, by e-mail, or by phone.
- Function as the first point of contact for students, alumni, and student delegates at Cal Student Central.
- Expected to have in-depth knowledge of all the functional areas handled by Cal Student Central.
- Advise students on problem resolution and be able to resolve the majority of problems presented by the students.
- Analyze situations and provide in-depth, comprehensive guidance on solutions.
- Research problems to be resolved when necessary.
- Explain and facilitate appropriate processes and procedures to enable students to resolve their problems and answer their questions, e.g., submission of appropriate paperwork or required documents.
- Understand and communicate to students appropriate business processes and options and the consequences of using or not using them.
- Be able to manage or refer students appropriately to services outside the immediate purview of Cal Student Central such as, but not limited to, academic advising, health services, student groups, Graduate Division, and Admissions.
- Determine when it is appropriate to escalate issues to specialized departmental staff.
- Follow the resolution of issues escalated or referred as needed.
- Quickly incorporate critical campus situations and/or major policy changes into their work, e.g.,

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Regents' fee policy changes.

- Monitor and manage ticketing system to ensure that issues are resolved appropriately and timely, in compliance with service level agreements.
- Use a case management approach to ensure resolution of issues to student satisfaction whether resolved at Cal Student Central or through a referral.
- Communicate trends in the volume and nature of work to other team members and supervisors.
- Facilitate effective communication among the team.
- Attend trainings provided by other staff and other campus departments on issues addressed by Cal Student Central and on customer service standards and approaches.
- Analyze existing processes and procedures for efficiency and effectiveness.
- Recommend changes to improve processes and procedures.
- Work with team members to implement recommended changes.
- Professional Development: Keep abreast of current literature and developments in the field of Financial Aid, Registration, Enrollment, Billing and related professional organizations.
- Participate on department and campus committees, programs, and projects as assigned.

Required Qualifications

- Knowledge of advising and counseling techniques.
- Knowledge of and/or can quickly learn University-specific computer application programs and pertinent databases.
- Knowledge of and/or can quickly learn University processes and procedures related to student registration, aid, awards, and payments.
- Advanced understanding of Federal, State, and University rules and regulations in related areas of student aid, educational tax benefits, residency, etc.
- Strong problem-solving techniques.
- Experience providing a holistic approach to problem-solving and service.
- Strong interpersonal skills.
- Multicultural competencies; experiencing supporting diverse populations with varied levels of understanding.
- Outstanding customer service skills and techniques.
- Skills in service orientation, active listening, and critical thinking.
- Analytical skills to identify patterns and trends.
- Ability in problem identification, and reasoning.
- Ability to multitask, prioritize work, and meet deadlines.
- Effective written and verbal communication skills.
- Experience working both in teams and individually; Self-starter.

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

Salary & Benefits

This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly 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 hourly range that the University reasonably expects to pay for this position is \$33.52 - \$36.21.

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 60% remote work. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.

Conviction History Background

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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=5791811&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5791811&targetURL=U.S.%20Equal%20Employment%20Opportunity%20Commission) 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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