

Family Housing Coordinator (4263C) 75441
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252187>

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Posted Jan. 27, 2025, set to expire May 14, 2025

Job Title	Family Housing Coordinator (4263C) 75441
Department	Residential and Student Services Programs
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 27, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator Professional Staff
Academic Field(s)	Residential Life
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Job Description

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in

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1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

UC Berkeley Housing is responsible for all applications, assignments, contracts, and billing for both single-student and family university-owned/affiliated housing properties during the academic year and summer. Our mission is to provide the campus community with homes that provide a foundation for the successful acclimation to their academic UC Berkeley experience while meeting the departmental/divisional fiduciary expectations of high-level occupancy. Off-Campus Housing Rental Services specifically assists students, faculty, and staff in making informed choices concerning their living arrangements, and it also operates rental listing services for students, faculty, and staff. UC Berkeley Off-Campus Housing Rental Services functions as a bridge between the campus and the community at large, collaborating with the City of Berkeley housing officials and property owners. UC Berkeley Housing is situated within the larger RSSP cluster.

Residential and Student Services Programs (RSSP) is part of the Division of Student Affairs under the direction of the Associate Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, renewal projects, self-operated dining services, campus ID card as well as early childhood & education services for students, faculty, and staff.

Application Review Date

The First Review Date for this job is January 22, 2025

Responsibilities

- Administers a defined operational program or activities encompassing a broad range of functions

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including: coordinating recordkeeping, managing housing assignments and waitlists, and the coordination of manual assignment needs for various housing types.

- Collaborates with other departments to achieve unit goals, assists with management of monthly occupancy reports, tracks delinquencies, and facilitates the production of delinquent notices / termination notices. Produces occupancy audits and develops short-term plans to mitigate revenue loss.
- Provides excellent customer service to residents and prospective residents. Communicates and clarifies housing policies and eligibility requirements through various communication channels such as email, phone, in-person or virtual meetings, and outreach events.
- Creates and manages email messages and email templates via StarRez to communicate with students, postdoctoral fellows, and faculty residents. Handles general housing billing and payment inquiries, researching and resolving issues or if necessary escalating issues to the Manager of Systems and Assignments, Housing Cashiers or SAIT, and follows up to make sure that issue is resolved.
- Under general supervision, prepares and distributes legal documentation for actions such as account holds and Unlawful Detainers. Additionally, provides analysis of moderate operational projects, gathers and analyzes resource data, and prepares reports with actionable recommendations. Proficient in essential technology including StarRez, Cal Central, Campus Solutions, and Google. Participates in StarRez training to enhance operational effectiveness.
- Responds in a timely manner to a steady stream of phone, email, and walk-in queries from prospective and current residents including Clark Kerr Faculty Apartment residents. Provides guidance and explains policies and procedures, evaluates supporting documents, determines housing eligibility, and confirms eligibility and waitlist status through email.
- Offers apartments, books apartment viewing appointments for prospective residents, and sends follow-up communications. Prepares rental agreement for signing; explains disclosures and amendments, and sends move-in instructions along with scanned agreements via email to incoming residents and Village Office. Makes courtesy calls to manage client expectations and sends a monthly communication update to waitlisted applicants. Processes intent-to-vacate notices: updates booking end dates, sends follow-up email to residents with move-out instructions, and manages related updates in StarRez and department documents.
- Handles transfer requests in coordination with the Manager for Graduate and Family Housing, communications decisions with residents, and transfer waitlists. Works closely with campus Faculty Relocation & Home Loan Counselor to manage Faculty Housing waitlist and housing assignments. Participates in outreach programs. Provides backup support to other Housing Administration units. Makes recommendations for operational and administrative improvements.
- Participate in developing, documenting, and revising standard operating procedures to improve operational efficiency and compliance. Collaborate with internal and external stakeholders to

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ensure adherence to university policies, state regulations, and federal housing laws. Support audits of internal processes and records, recommending and implementing corrective actions to strengthen operational controls.

- Maintains organizational website, chatbot content, housing portal content, monitors for updated information, and makes recommendations for improvements. Updates informational materials which are included in email messages with move-in and move-out instructions for UVA and Faculty Apartment tenants.
- Provides guidance to supervisors and managers in developing job descriptions, personnel policies, and procedures. Participates in the training of new staff, student employees, and Housing colleagues, as well as cross-training Housing partners, as needed. Provides guidance and work direction to student staff and colleagues, as appropriate.
- Serves as Housing ambassador for department and campus outreach, recruitment and retention events, as well as a resource during move-in and move-out activities, using knowledge and experience to respond to customer needs.

Required Qualifications

- Experience working in a customer service environment responding to and meeting the needs of the customer.
- Ability to use sound judgment in responding to issues and concerns.
- Solid communication and interpersonal skills to communicate effectively with all levels of staff verbally and in writing.
- Demonstrates ability to effectively and sensitively communicate verbally and in writing to and work collaboratively, cooperatively, and maintain professional relationships with diverse populations, including students, faculty, staff in various campus departments, and external constituents and agencies.
- Solid organizational skills and ability to multi-task with demanding timeframes.
- Experience working in a high-volume environment, with frequent interruptions.
- Working knowledge of common organization-specific and other computer application programs.
- Ability to use discretion and maintain confidentiality.
- Ability to develop and provide public speaking presentations representing housing at university events.
- Bachelor's degree in related area and / or equivalent experience / training.

Preferred Qualifications

- Experience working with StarRez, or similar housing management system.
- Knowledge of local housing market trends.

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- Two+ years' experience in a university setting interacting with families, students, parents, faculty and staff in a front facing unit.
- Knowledge of Americans with Disabilities Act, Family Educational Rights and Privacy Act, National Collegiate Athletic Association regulations, and California rental laws/guidelines.

Salary & Benefits

This is a full-time career position.

This position is eligible for full 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 \$38.46-\$40.23 (steps 10-12).

Other Information

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

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

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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 statements acknowledging the responsibilities of a Mandated Reporter.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

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.

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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

University of California, Berkeley

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