

Director of Student Affairs Operations (4576U) - School of
Information
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=255679>

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Posted Apr. 15, 2025, set to expire Jul. 1, 2025

Job Title	Director of Student Affairs Operations (4576U) - School of Information
Department	School of Information
Institution	University of California, Berkeley Berkeley, California
Date Posted	Apr. 15, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff Director/Manager
Academic Field(s)	Student Services
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Job Description

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Director of Student Affairs Operations (4576U) - School of Information

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

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mission, diverse student body, and commitment to equity and social justice. Since our founding in 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

The School of Information (I School) advances knowledge and practice everywhere humans interact with digital technologies. Through interdisciplinary research and teaching we are committed to expanding access to information and to improving its usability, reliability, and credibility while preserving security and privacy. Our faculty conduct research in human-computer interaction (HCI), security and privacy, applied data science, and technology in developing regions. We currently offer three professional master's degrees and an academic doctoral degree. Our Master of Information Management and Systems (MIMS) program trains students for careers as information professionals and emphasizes project-based learning. Our Master of Information and Data Science (MIDS) program is an online degree designed for working professionals with career goals in the emerging field of data science. Our Master of Information and Cybersecurity (MICS), also offered online, offers a holistic approach to cybersecurity and prepares students for professional careers in cybersecurity. Our Ph.D. program equips scholars to develop solutions and shape policies that influence how people seek, use, and share information.

This position involves a wide range of student services duties and responsibilities for a professional school. Provides assistance to the dean, faculty, and students in academic advising, recruitment, admissions, financial aid, visa / immigration matters, the evaluation and awarding of fellowships and block grant funds, student orientation and events, career counseling, and related programs.

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Application Review Date

The First Review Date for this job is: April 23, 2025 - Open Until Filled

Responsibilities

30% Program Management:

- In collaboration with Senior Director of Student Affairs and Assistant Deans, manages the enrollment process for all degree programs.
- Approves Award Entry funding in Campus Solutions and providing oversight to fellowship funds in collaboration with the Directors of Finance, Admissions, and External Relations.
- Supports the working relationship with external technology partner for the school's online degree programs, including strategy development and operational issues.
- Provides guidance and mentoring to junior staff on complex program policy and operational issues.
- Negotiates and coordinates with Graduate Division, Office of the Registrar, Berkeley International Office, Office of Student Conduct, Disabled Students Program, and other offices as needed.

25% Academic Advising:

- Applying professional Student Services concepts, provides a full range of student services to graduate students at the School of Information.
- Assesses problems that arise affecting students, investigates alternatives, and utilizes creativity and expert understanding of student matters to devise & implement solutions.
- Counsels students in crisis and students in violation of the campus code of conduct.
- Reviews student performance and delivers advice and assistance to students on academic and degree progress, requirements for program completion, and course selection and sequencing.
- Identifies students with progression problems and recommends interventions.

20% Policy Recommendations:

- In close collaboration with Senior Director of Student Affairs and Academic Directors:
- Conceptualizes, develops, implements, and manages student support services that promote students' academic success. Assesses student needs, and plans appropriate responses.
- Provides recommendations to help set pedagogical goals and curricular plan for each year.
- Advises faculty on I School, Graduate Division, and University policies, procedures, and requirements for degree/program completion.

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- Serves as a point person for faculty seeking guidance on difficult or uncommon student affairs issues.
- Responsible for interpreting campus policies and advising students and faculty on student conduct, student grievances, disputes, and other academic issues.

20% Supervises two subordinate staff, the Assistant Director of Student Affairs Operations and the Student Affairs Coordinator, and oversees their work products.

5% Development:

- Develop and participate in staff development, including working on special programs as assigned, attending classes which will enhance expertise in job areas, serve on departmental and campus-wide committees as appropriate, and participate in activities that enhance the campus community and/or larger community to further University service.

Required Qualifications

- Bachelor's degree in related area and / or equivalent experience / training.
- Advanced knowledge of advising and counseling techniques.
- Advanced verbal and written communication skills. Outstanding attention to detail and follow-through.
- Demonstrated ability and strong interpersonal skills to work in a multicultural environment with individuals and groups with a wide array of backgrounds, identities, life experiences, personality types and communication styles.
- Demonstrated experience in building graduate student support services that assist faculty in attracting, retaining and developing an exceptional, outstanding, diverse, inclusive graduate student population.
- Ability in problem identification and reasoning; ability to develop original ideas to solve problems, persuasion, leadership. Demonstrated experience in implementing new processes in a higher education environment, preferably in the student services arena.
- Skills in assessing people, processes or services, to make improvements. Experience in effectively using metrics to build strong a student support organization, including metrics related to building a diverse, exceptional, outstanding, and inclusive student body, professional development, student retention etc.
- Experience in managing and advising online master students, thorough knowledge of School policies, procedures, and requirements, and thorough knowledge of campus wide student

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services, policies, systems and programs.

- Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.
- Ability to effectively and persuasively represent the School of Information. Ability to travel and work regular evenings and weekend hours.
- Experience working with graduate students in the field of Computer Science, Data Science, Engineering, or Information Management.

Preferred Qualifications

- Knowledge of University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.

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 salary or hourly range that the University reasonably expects to pay for this position is \$72,600 to \$100,800 (\$6,050 to \$8,400 monthly). This is a 100% FTE career position eligible for full benefits. This position is FLSA Exempt and paid monthly.

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

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received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

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.

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

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

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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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