

Assistant Director (0307U), Financial Aid Office - 77370
University of California, Berkeley

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Posted Apr. 28, 2025, set to expire Jul. 1, 2025

Job Title	Assistant Director (0307U), Financial Aid Office - 77370
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Apr. 28, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Financial Aid
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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 1868, we have driven innovation, creating global intellectual, economic and social value.

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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 Financial Aid and Scholarships Office (FASO) directly awards or coordinates the awarding of over \$1 billion from over 700 funding sources to over 30,000 undergraduate and graduate students.

The mission of the Financial Aid and Scholarships Office is to provide students access to an excellent education. Through strategic partnerships and rigorous planning, FASO offers innovative aid programs to make higher education affordable, helps students and parents navigate financial aid processes, counsels students so they understand their options and feel empowered to make the best choices to manage their financial lives, advocates on behalf of students, teaches students about financial literacy, collaborates to help build upon a comprehensive, holistic culture of care that transforms the student experience and helps us recruit, retain, and graduate students and prepare them for success in life, and fosters a sense of community by encouraging alumni and donors to connect with the university and give the gift of access to the next generation of students.

Position Summary

This position serves as primary contact for Undergraduate Admissions, other campus partners (e.g. New Student Services, Center for Educational Partnerships, Summer Bridge, Education Abroad, Centers for Education Equity and Excellence), student groups, and external requests for outreach, yield, and training activities related to financial aid. The manager coordinates the dissemination of individualized financial aid and financial literacy information, and general financial aid policies to staff and students. The manager coordinates training efforts for Financial Aid staff, including the development of training protocols and materials, and oversees operations of the Center for Financial Wellness, a peer-to-peer financial wellness program. The position ensures compliance of complex financial aid policies and programs with federal, state, University, agency, and donor laws, regulations,

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policies, and terms for these programs.

Application Review Date

The First Review Date for this job is: 05/09/2025.

Responsibilities

Manages operations and professional staff in the Financial Aid and Scholarships Office Staff and Student Engagement functional area, including professional career staff, contract staff, and student workers, implementing the highest level of customer service.

- Provides guidance on UC and state-specific policies.
- Ensures team complies with all applicable financial aid regulations and programs with federal, state, University, agency and donor laws, policies and terms.
- Utilizes best practices in collaboration with other Financial Aid managers to optimize operations and resources.
- Aligns goals of the department and division to the management of core outreach, communications, and financial wellness services and supports departmental implementation of strategic planning initiatives, including those related to staff training and development.
- Applies knowledge of UC practices and provides guidance and direction for team in planning work to support departmental and University objectives.
- Provides direction to subordinate supervisors, leads and staff.
- Makes decisions on performance, salary actions, hiring, and other human resources related issues of managed staff.

Manages and interprets historical data to develop outreach plan and strategy for communicating complex financial aid and financial literacy information to a wide variety of audiences.

- Serve as primary contact for Undergraduate Admissions, other campus partners, student groups, and external requests for outreach, yield, and training activities related to financial aid.
- Manages and oversees the work of team to maintain the yearly outreach schedule and identifies appropriate FASO staff to participate in outreach and follow up with customers for quality control.
- Works through team to develop financial aid training and tailors' content for appropriate audiences including financial literacy materials and other student financial support issues.
- Responsible for overseeing student-facing communication activities including but not limited to, managing the annual communication calendar and coordinating communication schedule and

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updates for the monthly newsletter, website, system-generated communications, publications, presentations and/or social media campaigns.

Provides strategic direction for the Center for Financial Wellness.

- Manages work of direct reports to ensure consistent operations of the Center for Financial Wellness, including, but not limited to, hiring and training of student staff, managing program budget, and coordination/negotiation with campus and community partners, vendors, and funders.
- Conceives, develops and implements fundraising and sponsorship strategies for the Center for Financial Wellness.
- Liaison with faculty and other high-level campus administrators.

Participates in the development of policy and strategies for recruitment and retention of students through financial aid programs including recommendation of packaging strategies and policies based on expert level knowledge of state, federal and University of California regulations and priorities.

- Participates in planning and utilization of federal, state, University, and agency funds for functional areas to determine the most effective distribution of funds, given availability, government awarding parameters, and University goals.

Manages activities of student advisory committee, including, but not limited to recruitment of committee members and development of annual committee strategy.

- Advises student-led sub-committees.

Oversees internal control structure for functional area.

- Ensures security of private information. Participates in annual financial and programmatic audits including establishment of documentation of testing and other best practices in preparation for regular reviews.
- Reviews and maintains Staff and Student Engagement unit internal procedures, communications and web contact to ensure accuracy and compliance with federal, state, University, agency and donor/sponsor laws, regulations, policies and terms.
- Other duties as assigned.

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Develops a professional development plan and participates in development activities, such as attending classes, joining organizations, working on special projects, and serving on departmental, campus- and system-wide committees, in order to enhance expertise in job areas.

Required Qualifications

- This position is only eligible to current UC applicants; therefore, you must currently be a UC employee.
- Expert knowledge of University of California, state of California, and federal policies, regulations, and practices for awarding financial aid, including needs analysis and packaging.
- Advanced knowledge of techniques for recruitment and retention of students through financial aid.
- Demonstrated experience in managing or supervising staff and collaborating and communicating with a broad range of partners, from a wide range of internal and external constituents and fostering positive working relationships to achieve desired outcomes.
- Expertise communicating complex financial topics to different types of student and community populations.
- Ability to quickly acquire advanced knowledge of University policies, processes, and procedures, including those related to supervising employees.
- Advanced knowledge of advising and counseling techniques.
- Ability to interpret complex policies and develop procedures to ensure compliance.
- Advanced problem identification, critical thinking, and problem-solving skills; judgment and decision-making ability.
- Advanced quantitative analysis and resource management skills.
- Organizational skills and ability to prioritize work for self and others to meet deadlines; project management skills.
- Strong written and verbal communication, active listening, persuasion, and negotiation skills.
- Student-centered, results-oriented customer service philosophy and ability to instill the same in others.
- Ability to independently and proactively assess processes and implement improvements.
- Interpersonal skills including social perceptiveness.
- Demonstrated political acumen in higher education settings.
- Master's degree in related area or Bachelor's degree and 5-10 years relevant experience and/or equivalent experience/training.

Preferred Qualifications

- Experience leveraging advanced technology to track trends and streamline operational

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processes.

- Experience using complex databases.
- Ability to define specifications for database programming.
- Working knowledge of common University-specific computer application programs related to student registration, aid awards, and payments.

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 annual salary range that the University reasonably expects to pay for this position is \$120,050.00 - \$141,500.00.

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 50% 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.

SB 791 and AB 810 Misconduct Disclosure Requirement: 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

[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

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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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