

Reception and Operations Lead (4722C), Disabled  
Students Program - 79066  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=258716>

Downloaded On: Jun. 26, 2025 10:04pm

Posted Jun. 26, 2025, set to expire Jul. 1, 2025

<b>Job Title</b>	Reception and Operations Lead (4722C), Disabled Students Program - 79066
<b>Department</b>	Disabled Students' Program
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Jun. 26, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Administrative Support/Services
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**Job Description**

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**Reception and Operations Lead (4722C), Disabled Students Program - 79066**

**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 Disabled Students' Program (DSP) is recognized for its commitment to ensuring that all students with disabilities have equal access to educational opportunities at UC Berkeley and helps students to achieve academic success through its programs. DSP provides a wide array of legally mandated services to students with disabilities and consists of approximately 50 FTE, serves close to 6000 students, and hires over 400 service providers and student volunteers to provide educational support to this growing population. The unit has an annual operating budget of approximately \$4 million in state and permanent funding, while gifts and endowments add to that total. DSP is also responsible for administering a Department of Education TRIO Student Support Services federal grant.

## Position Summary

This position is a key member of the Business Operations team within the Disabled Students' Program (DSP), serving as the primary point of contact at the front desk and delivering professional, responsive support to students, faculty, staff, and visitors. Responsibilities include welcoming guests, responding to inquiries across multiple communication channels, coordinating appointment scheduling using Calendly/Google Calendar and AIM, and maintaining accurate documentation and service materials. The role works closely with the Business Operations Manager to support the hiring, training, and scheduling of student workers who assist in providing front desk coverage. Additionally, the position assists with the coordination and upkeep of shared program spaces, addresses facilities and accessibility needs, and helps manage supply inventory, including purchasing supplies and utilizing spreadsheets for tracking and reconciling expenses. It also provides administrative support across DSP teams, contributes to event logistics and procurement processes, and actively participates in onboarding, internal communications, and departmental improvement initiatives.

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### **Application Review Date**

The First Review Date for this job is: 07/07/2025.

### **Responsibilities**

#### Receptionist and Frontline Services

- Serves as the first point of contact for the Disabled Students' Program, greeting and assisting students, faculty, staff, and visitors with professionalism and care.
- Evaluates the needs of students and determines appropriate referrals using independent judgment and knowledge of departmental services and campus resources.
- Responds to communications and inquiries via phone, email, TTY, and in person.
- Triage sensitive or urgent concerns and relays messages to DSP staff as needed.
- Primarily oversees appointment scheduling/rescheduling for DSP Specialists using Calendly/Google Calendar.
- Assists DSP Auxiliary Services units and the Management team with scheduling appointments, as needed.
- Uses the Accessible Information Management (AIM) system to review student information, casenote interactions, upload documentation, and document appointment logistics.
- Maintains a current and organized collection of DSP service information, including digital and print materials.
- Responsible for curating, maintaining, and continually updating the Front Desk Procedures and Resource Guide.
- Assists with the hiring, training, and scheduling of student assistants for front desk coverage.
- Maintains and implements reception procedures, i.e., opening and closing the office, security, care of equipment, answering telephones, relaying messages, making referrals, etc.

#### Building and Space Coordination

- Oversees the scheduling, maintenance, and use of shared Creekside Center spaces, including the staff conference room, student multipurpose room, and breakroom.
- Works closely with the Business Operations Manager to monitor the condition and usability of office spaces, furniture, security, and fixtures.
- In collaboration with the Business Operations team, assists with submitting and tracking campus service requests related to building maintenance, access, custodial needs, IT, Telcom, Lock Shop, and other facility-related departments.
- Tracks inventory and restocks building-wide supplies (e.g., paper, office supplies, signage).

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Initiates purchase order requests using campus procurement processes.

- In collaboration with DSP staff, proactively addresses space accessibility concerns and potential issues, including reports of blocked access, furniture needs, layout issues, or equipment failures.

Administrative and Business Operations Support

- Provides administrative support to DSP Specialists, Auxiliary Services teams, and the Business Administrative team, including printing, document preparation, filing, and mail handling.
- Prepares and disseminates DSP program materials such as flyers, accommodation records requests, and signage.
- Maintains the Department website with up-to-date and current information.
- Supports and participates in DSP events, including departmental trainings, orientations, staff events, and graduation.
- Works collaboratively and as part of a team with the Business Services Administrator and Business Operations Manager to support procurement-related logistics on an as-needed basis (e.g., assist with delivery tracking, vendor communication, reconciliation).
- Serve as the secondary BluCard holder and assist with BearBuy purchases/entries, BluCard reconciliation, and provide business admin support when needed.
- Participates in department-wide efforts such as onboarding, internal communication planning, and business workflow improvements.
- Actively engages and participates in department-wide programming and projects by participating in planning activities, committees, and cross-functional training opportunities.

Other duties as assigned

**Required Qualifications**

- Demonstrated administrative experience in a front-facing, customer service, or office coordination role.
- Excellent interpersonal skills and the ability to interact effectively with a wide variety of student, staff, faculty and campus population.
- Proven ability to exercise discretion, handle sensitive situations, and triage concerns appropriately.
- Must be highly organized, detail-oriented, with demonstrated ability to maintain accuracy.
- Demonstrated ability to manage multiple priorities with accuracy and attention to detail.
- Detail-oriented, with the ability to interpret company policies, procedures, and guidelines.
- Working knowledge of office technologies and tools, including Google Workspace (Gmail, Calendar, Docs, Sheets), phone messaging systems, calendaring systems, and basic

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procurement or ticketing systems.

- Familiarity with physical space coordination and experience working with facilities-related systems, vendors, or campus service providers.
- High school diploma and/or equivalent experience/training.

### **Preferred Qualifications**

- Experience working in higher education settings.
- Familiarity with disability services or student accommodation processes.
- Knowledge of disability management systems (e.g., AIM or similar platforms) and experience handling confidential student information.
- Working knowledge of FERPA and best practices for protecting sensitive student records and communications.

### **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 hourly range that the University reasonably expects to pay for this position is \$31.02 (Step 3) - \$35.57 (Step 9).

- This is a non-exempt, biweekly-paid position.

### **How to Apply**

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

### **Other Information**

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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>

- This is not a visa opportunity.

### **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.

### **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.

**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](#)

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[Abusive Conduct in the Workplace](#)

**Equal Employment Opportunity**

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](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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