

International Customer Assistant (4722C), Berkeley
International Office - 80178
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=260740>

Downloaded On: Aug. 6, 2025 5:52am

Posted Aug. 5, 2025, set to expire Jun. 30, 2026

Job Title	International Customer Assistant (4722C), Berkeley International Office - 80178
Department	Berkeley International Office
Institution	University of California, Berkeley Berkeley, California
Date Posted	Aug. 5, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services
Apply Online Here	https://apptrkr.com/6440704

Apply By Email

Job Description

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International Customer Assistant (4722C), Berkeley International Office - 80178

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

Berkeley International Office exists to support the academic and personal experiences of all international students, visiting researchers and employees.

Position Summary

Under the general supervision of the International Student Advisor/Customer Relations supervisor, the Administrative Assistant III provides frontline support for international students and scholars at the Berkeley International Office. This position interacts with a broad array of customers: campus administrators, visiting scholars, staff, students, and the general public.

Application Review Date

The First Review Date for this job is: 08/14/2025. This position is open until filled.

Responsibilities

Frontline Client Service (30%)

- Serve as a client service provider at the front counter and telephone reception.
- Greet clients, answer routine questions and provide information on matters pertaining to U.S. immigration regulations, University policies and procedures, BIO policies and procedures and community resources.
- Be familiar with BIO informational handouts and campus and community resources for client referral.
- Refer complex and urgent questions to an Adviser in BIO.

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Data Entry and Incoming Request Processing (30%)

- Review incoming requests from clients for completeness and accuracy.
- Distribute such requests to appropriate staff for processing.
- Review and perform data entry on requests to facilitate issuance and updating of student visa documents for degree-seeking and visiting summer students.
- Distribute to adviser for processing.

Electronic Communications Client Services (35%)

- Assist in managing general office e-mail account.
- Respond to email inquiries on a wide range of matters of varying complexity including U.S. immigration regulations, University policies and procedures, BIO policies and procedures and community resources.
- Refer e-mail as needed to appropriate staff member or campus source.

Office Duties (5%)

- Monitor inventory of office supplies and ensures timely replenishment of supplies.
- Assist in maintaining reception area organized, handouts, work room and supply room organization.
- Oversee mailing processes including in-coming and out-going mail.
- Participate in Staff meetings.
- Provide support for office operations, programs, and activities.

Required Qualifications

- Strong customer service and computer skills.
- Ability to use discretion and maintain all confidentiality.
- Strong cross-cultural communication and interpersonal skills.
- Experience working with a variety of populations and cultures.
- Attention to detail, strong analytical, problem-solving and organizational skills.
- Ability to multi-task with demanding timeframes.
- Ability to work in a fast pace, busy office.
- Able to lift 25-35 lbs.

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Preferred Qualifications

- Knowledge of and/or can quickly learn UC Berkeley Campus Policies and Familiarity with Immigration laws.
- Related work experience.

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 \$31.23 (Step 2) - \$32.75 (Step 4).

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

How to Apply

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

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>

- This is not a visa opportunity.

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- This position is eligible for up to 40% 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

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

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.

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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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