

Administrative Assistant III (4722C) - 67250
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=234678>

Downloaded On: May. 16, 2024 12:52pm

Posted Apr. 15, 2024, set to expire Jun. 30, 2024

Job Title Administrative Assistant III (4722C) - 67250
Department
Institution University of California, Berkeley
Berkeley, California

Date Posted Apr. 15, 2024

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/5180173>

Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and

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commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and 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 staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Residential and Student Services Programs (RSSP) is part of the Division of Student Affairs under the direction of an Associate Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, security/safety, capital renewal projects, residential education programs, self-operated dining services, campus ID card as well as early childhood education services for students, faculty, and staff. RSSP also conducts a summer conference and year-round catering/events business and manages faculty apartments.

RSSP's annual revenue exceeds \$160,000,000, with \$100,000,000 operating budget, and the department employs over 2500 career, limited, contract and student employees creating a culture of care for students, guests, customers and stakeholders.

Position Summary

Under the direction of the Facilities Manager this position's primary function is to meet the administrative needs of Intersection Apartments (Intersection Apts) in Emeryville while performing a

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variety of customer service, and front-line operations. This includes answering customers' questions, writing/editing documents, presentation coordination and assistance, calendar/meeting management, key/building access requests and changes, responding to requests, resolving complaints or referring them to the appropriate staff, and other relevant tasks as requested. The incumbent performs administrative and analytical duties to ensure that the Intersection Apts office functions efficiently and effectively and that the underlying processes are seamless and worry-free for residents and support staff. The position serves as a conduit of ongoing urgent communication to Intersection Apts. residents.

Application Review Date

The First Review Date for this job is: 04/26/2024.

Responsibilities

Administrative Functions:

- Coordinate purchase of materials, equipment, and services as directed by the Facilities Manager using online systems and the Student Affairs Business Operations unit.
- Follow up on any problems related to orders, invoicing and/or reimbursements.
- Provide timely submission of all reimbursement requests and invoices.
- Open blanket purchase orders (PO's) as applicable and renew them every year.
- Maintain accurate records of PO's and invoices processed.
- Post charges to student accounts.
- Create invoices and send them for processing.
- Follow up with unpaid charges/invoices.
- Organize, schedule and provide administrative support for recruitments and professional search processes. Assist in the coordination of the annual limited appointment recruitment, give appropriate access rights to internal staff and vendors/contractors.
- As needed, assist with the process of screening, interviewing, selecting, scheduling, training and assisting in evaluating student assistant staff.
- Communicate tasks and responsibilities to student assistant staff and manage any needed performance improvement.
- Assist with new student assistant staff on-boarding and training.
- Provide Administrative and analytical support to Custodial, Grounds, and Maintenance staff.
- Define problems, collect and analyze data, and recommend potential solutions and approaches to administrative problems and special projects.
- In the absence of the Facilities Manager, act as primary point of contact to address administrative or operational issues for Intersection Apartments.

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- Review and generate manuals and guidelines.
- Ensure key records are accurate, resolve discrepancies, and maintain security for residential and facility keys and access on a daily basis.
- Under the direction of the Facilities Manager Supervisor, determine when key replacement is necessary.
- Responsible for ordering, billing and notifying residents of pending key charges.
- Manages 50 residential parking spaces, assigns them to the residents, maintains accurate documentation, modifies when needed.
- Fluently use WebTMA and StarRez for database, report generation, and communication needs.
- Assist staff with researching and scheduling work orders.
- Compose, prepare, and proofread various memos, letters and flyers.
- Deliver legal notices to apartments when necessary and/or send emails via StarRez.
- Utilize appropriate software to handle apartment inventories and conditions.
- Maintain a document control system to keep facilities' files up-to-date (e.g., resident accounts, apartment condition reports, lock-out logs, pre-inspection schedules, etc.) with the most relevant and current information as may be required by policy.
- Provide administrative support for Grad and Family Life.

Customer Service:

- Responsible for Front Office customer service as they relate to residents, their guests, customers/vendors/contractors and staff.
- Answers calls, checks and distributes messages, emails, and voicemails.
- Provide general information and accurate referrals to appropriate departments and answer questions from residents, staff, public and campus departments.
- Manages USPS mail collection from the local US Post Office And package deliveries from other shipping companies, e.g. Amazon, UPS, FedEx that arrive directly at the property.
- Serve as a resource for staff and residents via phone and in-person.
- Provide general information and accurate referrals to appropriate departments on the phone and in person regarding RSSP, Student Affairs, and other campus services.
- Provide a high level of customer service to staff, students, their guests, and contractors/vendors.

Housing Assignments, Resident Move-In and Move-Out:

- Maintain files on each apartment as apartments are assigned to residents.
- Process all new incoming resident assignments and transfers.

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- Issue residents' keys and complete/manage parking assignments.
- Orient incoming residents to Intersection Apts. policies and procedures at move-in.
- Assess Move-In procedure for improvement and coordinate with the Housing Assignment Office to make them.
- Process financial charges in various systems.
- Monitor move-out schedules, set up apartment inspection appointments, and assure appointments are on the schedule.
- Maintain apartment turnover spreadsheets and records.

Work Order Tags:

- Responsible for monitoring work orders that are submitted by residents and follows up as appropriate.
- Analyze, prioritize, and coordinate emergency work orders received by phone, walk-in, or via email.
- Accurately describe, prioritize and document maintenance problems for staff and/or Central Maintenance Trades to act upon.
- Maintain contact with Grounds, Custodial and Maintenance staff to disseminate information and directions to repair locations.
- Notify supervisors and/or Central Maintenance if needed.
- Research work order status for residents and staff.
- Conduct research, analyze data and prepare recommendations on a variety of topics related to facilities operations.
- Perform duties as designated by the Facilities Manager and/or his or her designee.

Required Qualifications

- Advanced knowledge of PC based software (MS Office (Word, Excel, PowerPoint), google email, calendar and drive).
- Demonstrated skill to create presentations, produce reports, organize and communicate information clearly and effectively using spreadsheet, presentation and word processing applications.
- Demonstrated detail-orientation, record keeping and file management skills to organize, accurately document, and retrieve data in a variety of configurations (Hard Copy, Electronic, etc.).
- Knowledge of safe work practices.
- Skill to appropriately address inappropriate or unprofessional behavior.

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- Knowledge of and/or can quickly learn the University environment, its mission, and operational needs.
- Can quickly learn understand University rules, regulations, and policies and interpret/apply them.
- Effective oral (in person and/or by telephone) and strong written communication skills to communicate clearly and effectively.
- Must be able to listen as well as to provide information succinctly, clearly, accurately.
- Strong customer service skills and experience coordinating, troubleshooting and responding to customer service requests.
- Demonstrated writing skill.
- Use of correct grammar, spelling, and punctuation to compose and edit documents effectively.
- Excellent proofreading skills.
- Demonstrated skill in scheduling meetings and coordinating multiple calendars with corporate time or similar software.
- Demonstrated ability to perform routine administrative functions (e.g. greet customers, answer inquiries, answer telephones and field calls, maintain organized file systems etc.).
- Skill to evaluate, trouble-shoot inquiries and resolve concerns of staff, contractors, outside vendors or contractors, and members of the campus community in an objective, professional and constructive manner.
- Skill to establish priorities, follow plans and complete goals/objectives.
- Ability to exercise integrity and discretion in all matters and to protect confidential information as dictated by assignment or policy.
- Ability to directly resolve problems through informal consultations and discussions at the lowest level possible.
- Ability to demonstrate and encourage the values of collegiality, and respect among supervisors and peers.
- Ability to initiate and maintain cooperative relationships with co-workers, managers and supervisors, clients, external service providers, and members of the campus community.
- Can quickly learn University of California, UC Berkeley, and RSSP policies and ability to make independent decisions in solving issues while adhering said policies.
- Skills to evaluate issues and identify resolution.
- Must be able to handle multiple tasks simultaneously under time constraints, with competing deadlines, conflicting demands, frequent interruptions and produce accurate, detailed work within established timeframes.
- Must have the ability to research special projects as assigned and summarize findings in written reports.
- Ability to work with diverse clientele using patience, tact, sensitivity and diplomacy.
- High school diploma and/or equivalent experience/training.

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- At least two (2) years of work experience in a professional office environment, experience in a college/university housing or property management organization showing progressive, increased responsibilities.

Preferred Qualifications

- Knowledge of TMA and StarRez systems.
- Basic understanding or knowledge of the University environment, its mission, and operational needs.
- Possess/develop a thorough understanding of Housing Facilities) and RSSP administrative policies and procedures as well as a basic understanding of campus fiscal processes.
- Knowledge of facilities maintenance, construction, and custodial operations terminology.
- Bachelor's Degree and/or equivalent experience/training.

Salary & Benefits

This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly and eligible for 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 salary or hourly range that the University reasonably expects to pay for this position is \$28.44 (Step 1) - \$34.14 (Step 9).

How to Apply

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

Driving Required

- A valid driver's license and DMV check for driving record is required.

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.
- The hours are 11AM - 8PM M-F.

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.

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

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about your rights as an applicant, please see the

[https://apptrkr.com/get_redirect.php?id=5180173&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5180173&targetURL=U.S.EqualEmploymentOpportunityCommission) poster.

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

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

To apply, visit

https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH

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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