Job Opportunity #1

Req. Number: 19962
Director of Student Services, Biosciences Divisional Services
Student Services Manager 1, 0322U

University of California, Berkeley
Department of Biosciences Divisional Services

Location: UC Berkeley, Main Campus

The Director of Student Services oversees undergraduate and graduate student services, academic program support, curriculum planning/course scheduling, and concurrent enrollment for the departments of MCB, IB and the graduate group in Endocrinology. Responsibilities include oversight of the Graduate Affairs Office (graduate advising, admissions, recruitment, funding, training grants, GSI assignments); Undergraduate Affairs Office (student advising, course scheduling, concurrent enrollment, curriculum planning, evaluations); academic planning data for the Temporary Academic Support (TAS) budget; and Academic Program Support Unit (departmental retreats, seminars, symposia, and faculty searches). Responsibilities include Manage Student Services Units, Graduate Student Services and Academic Program Support (6 FTE), Undergraduate Student Services, Curriculum Planning/Course Scheduling (8.5 FTE), Financial Oversight/Administration, Temporary Academic Support (TAS) Budget, Graduate Affairs Committee (GAC) Membership, and Policy Enforcement.

For the full job description, go to https://hrw-vip-prod.is.berkeley.edu/psc/JOBSPROD/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_CE.GBL?Page=HRS_CE_JOB_DTL&Action=A&JobOpeningId=19962&SiteId=1&PostingSeq=1

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Director of Student Services, Biosciences Divisional Services (Student Services Manager 1, 0322U) #19962

Location: Main Campus-Berkeley
Full/Part Time: Full-Time
Regular/Temporary: Regular

To apply visit jobs.berkeley.edu and enter Job ID #19962 or click here

About Berkeley
The University of California, Berkeley, is one of the world’s most iconic teaching and research institutions. Since 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world. Berkeley’s culture of openness, freedom and acceptance—academic and artistic, political and cultural—make it a very special place for students, faculty and staff.

Berkeley is committed to hiring and developing staff who want to work in a high performing culture that supports the outstanding work of our faculty and students. In deciding whether to apply for a staff position at Berkeley, candidates are strongly encouraged to consider the alignment of the Berkeley Workplace Culture with their potential for success at http://jobs.berkeley.edu/why-berkeley.html.

Departmental Overview
Biosciences Divisional Services (BDS) serves the Departments of Integrative Biology (IB) and Molecular and Cell Biology (MCB), which together are among the largest academic departments at UC Berkeley. By several measures (including number of faculty and students, budget, and assigned square feet), these departments are larger than many UCB colleges and schools. The two departments represent over 125 faculty FTE (including Adjuncts, Professors of the Graduate School, active emeriti and 9 HHMI professors); 77 Researchers and Specialists; 150 post-doctoral researchers; 375 graduate students; 75 department staff members; and total state and extramural payroll of approximately 1000 (including Graduate Student Instructors, Graduate Student Researchers and research staff). Financial resources include approximately $59M in annual extramural funding (which accounts for over half of the total sponsored research awards in the College of Letters & Science) and over $24M other fund sources. The department has 1,800 declared undergraduate majors (the largest majors on the Berkeley campus) and a total annual enrollment in classes of ~20,000. Department personnel are currently housed in eight buildings located in three widely separated parts of the campus.
The Director of Student Services oversees undergraduate and graduate student services, academic program support, curriculum planning/course scheduling, and concurrent enrollment for the departments of MCB, IB and the graduate group in Endocrinology. Responsibilities include oversight of the Graduate Affairs Office (graduate advising, admissions, recruitment, funding, training grants, GSI assignments); Undergraduate Affairs Office (student advising, course scheduling, concurrent enrollment, curriculum planning, evaluations); academic planning data for the Temporary Academic Support (TAS) budget; and Academic Program Support Unit (departmental retreats, seminars, symposia, and faculty searches).

**Responsibilities**

**Manage Student Services Units:**

Oversees undergraduate and graduate student services, academic program support, curriculum planning/course scheduling, and concurrent enrollment. Provides strategic planning (program development, resource acquisition and use), direction, and sets goals for units. Supervises and manages all programs and activities. Promotes and facilitates a cooperative, team approach within units. Mentors, trains, evaluates, and promotes professionalism and career development of staff. Oversees the progress and success of tasks and projects, providing training, guidance and support to ensure that the assigned staff members have the skills and resources necessary to succeed. Prepares program, staffing, and operational budget, requests funds, and reports on unit expenditures. Identifies and communicates critical issues and potential problems to Director of Administration. Proposes solutions that are well reasoned and practical. Contributes constructive and innovative ideas.

**Graduate Student Services and Academic Program Support (6 FTE):**

Oversees the full range of academic support services for the GAO (~250 MCB, 120 IB and 15 Endocrinology graduate students). Provide supervision and direction to the 3.00 FTE Graduate Advisors on student issues that require a comprehensive knowledge of all aspects of academic advising and 1.00 FTE Graduate Finance Specialist, who coordinates development of funding packages for each graduate student using a combination of federal, university, and extramural funds. Oversee all GAO activities including: graduate advising, admissions, recruitment, orientation, GSI assignments, graduate student funding, and the administration and renewals for 4 NIH federal training grants (~3.5M annual). Incumbent is responsible for the formulation of policy recommendations affecting graduate students as serves as member of Departments’ Graduate Affairs Committee (GAC) for the MCB and IB programs. Supervise the Academic Program Support Unit (2.00 FTE) who organize and administer departmental retreats, seminars, symposia, and coordinate faculty search visits. Provide interpretation and ensure enforcement of policies, and develop effective programs and services. Analyze, develop, and modify programs, methods, and procedures to improve delivery of services for units. Provide oversight/administration of program funding, daily workflow, and work procedures to develop effective programs and services.
Undergraduate Student Services, Curriculum Planning/Course Scheduling (8.5 FTE):

Provides direction to the Manager of the Undergraduate Affairs Office (direct report; Student Advisor Supervisor 2), who oversees the full range of student advising and support services for potential majors (~900 MCB majors in 5 different Division majors featuring seven tracks and 900 IB majors), the International Concurrent Enrollment Program in IB, and oversees curriculum planning and course scheduling. The UAO manager is a member of the Undergraduate Affairs Committee and the Curriculum Committee, and participates in planning academic curriculum in collaboration with faculty, and with other departments, to ensure student's progress through course sequences, avoid conflicts, and ensure compliance with campus-wide policies. UAO responsibilities include: student advising and counseling; support and training for faculty and peer advisors; transfer student advising, development and implementation of on-line record keeping systems that interface with campus systems; planning and coordination of annual events (including Transfer Students Reception, Freshman Orientation, honors symposia, poster sessions, Cal Day, the Biology Majors Fair, CalSO sessions, and Undergraduate Commencement); production of the MCB and IB Undergraduate Handbooks and Cal Day Brochures; development and maintenance of the UAO website; and oversight of MCB and IB student organizations. The Program Coordinator of the International Concurrent Enrollment Program in IB develops programs for international students to attend classes at UCB, recommends and develops program policies and procedures, travels to foreign educational institutions to promote the programs and develop contacts, actively solicits international students for the program, analyzes student interests and needs and recommends courses which may be designed specifically with these students in mind, and actively promotes the program and courses within UCB. The course scheduling and curriculum planning unit is responsible for administering all aspects of MCB and IB class implementation, course scheduling, and instructor and graduate student instructor evaluation processing.

Financial Oversight/Administration:

Administers an annual budget of approx. $14M from various funding sources, including University, federal, private, corporate, and Departmental fellowship programs and funds. Work directly with the graduate financial analyst in Departmental Accounting to administer four (4) National Institute of Health (NIH) Training Grants. Works directly with the Program Directors (PDs) of these grants to select student applicants, determine use of Training Related Expenses, and to resolve any and all issues pertaining to grant administration, including agency reviews and site visits. Oversees administration of all other graduate funding, including University administered fellowships and block grants and private/corporate donations and fellowships. Ensure that funds are awarded and disbursed in a manner consistent with University, agency and corporation policies and guidelines; and that resources are used effectively for the maximum benefit of the students and program goals and objectives. Ensures Campus compliance with federal, state, and university laws/regulations that apply to graduate student funding.
employment, and academic requirements.

**Temporary Academic Support (TAS) Budget:**

Coordinates academic planning data for the TAS budget through collaboration with departmental curriculum committees, course scheduling and academic personnel. Partners with the UAO Manager to support the needs of the IB Curriculum Committee. Works closely with the Business Services/Accounting unit on budget implications for TAS decisions. Provides consultative guidance to IB and MCB faculty Chairs to aid in complex decision making of curriculum planning and adjustments to GSI/Reader hours in the TAS budget.

**Graduate Affairs Committee (GAC) Membership:**

Serves as a member of the Graduate Affairs Committees for MCB and IB, which are responsible for the oversight and development of graduate major programs and services necessary to support the academic success of current and prospective graduate students. Serves as the primary point of contact for questions regarding the graduate program. Writes, analyzes, and interprets for the GAC reports on student academic needs, enrollment trends, program participation, and progress towards degree. Implements changes resulting from GAC decisions. Communicates changes in programs and policies to faculty, students, staff, and affected Campus units. Anticipates the impact of GAC policy decisions on students and other campus units. Provides the GAC with continuous feedback on the effects of department and campus-wide services, policies and procedures.

**Policy Enforcement:**

Effectively balances dual role of student advocate and department representative, promoting student success while enforcing policies that protect the integrity of the MCB and IB degrees. Acts as liaison with Departmental faculty including Departmental Chairs, Head Graduate Adviser, Training Grant Program Directors, Graduate Student Advisors, and the Admissions Chair. Ensures that compliance checks are conducted on all academic and staff appointments of graduate students; and that the oversight of graduate student academic progress, compliance with faculty committee procedures for Qualifying Examinations, dissertations, and thesis committees; eligibility for progress to degree, and final requirements for award of MCB and IB graduate level degrees are met. Ensures Departmental compliance with federal, state, and university laws/regulations that apply to graduate student funding, employment, and academic requirements. Monitor faculty requests for informal event support and determine if Academic Program Support Unit is able to provide assistance. Orients new Departmental Faculty appointed to graduate committees, such as Thesis Committee, Admissions Committee, etc., and serves as advisor to faculty members on Department and College policies, rules, and regulations, as well as all relevant procedural matters related to the GAO. Meets with the GAC to review guidelines and updates. Maintains a strict code of confidentiality demonstrating an appreciation of ethics of the student
services profession and a solid understanding of the regulations and limitations of the Family Education Right to Privacy Act (FERPA) as set by the university Registrar. Officially verifies completion of MCB and IB Ph.D. Degrees.

**Required Qualifications**

- Demonstrated record of accomplishment as a student-centered advisor and motivational supervisor. Demonstrated ability to lead, manage, and motivate staff and foster a positive, cohesive environment. Direct experience in effective team coordination and demonstrated collaboration skills. Demonstrated experience in cultivating success in a changeable environment.

- Demonstrated ability to make consistent, sound recommendations and exercise clear judgment in the application of graduate student policies. Ability to exercise a high degree of independent judgment and political acumen, common sense, tact, discretion, demonstrate personal and professional integrity, engender trust and good will both within the program and across Campus units. Demonstrated discretion and sensitivity in dealing with urgent and/or confidential situations.

- Outstanding interpersonal skills for working with diverse constituencies. Ability to develop and maintain cooperative, effective working relationships with students, faculty and staff, including individuals from a wide variety of cultures and backgrounds.

- Advanced knowledge and expertise in advising and counseling techniques, including skills in social perceptiveness and awareness of others’ reactions and understanding why they react the way they do.

- Strong organizational, problem solving, and project management skills; flexibility and initiative in seeking service improvements and procedural efficiency. Demonstrated customer service orientation and excellent customer service skills.

- Hands-on experience in budget planning and administration, including experience administering funds from various funding sources.

- Demonstrated proficiency with computerized student information and financial systems, Microsoft Office, and e-mail applications.

- Excellent written and verbal communication skills, including demonstrated effectiveness in public speaking.

- Flexibility to work occasional unusual hours to support special events, such as commencement and recruitment.

**Education/Training:**

- Bachelor's degree and at least five years of progressively responsible experience in graduate student affairs, or a combination of education and relevant experience.
• Experience working with National Institute of Health (NIH) Training and/or National Science Foundation IGERT Grants and funds from diverse sources.

Preferred Qualifications
• Knowledge of and/or experience with UC advising policies and procedures.
• Familiarity with MCB and IB programs and graduate program requirements.
• Hands-on experience and expertise with UC computer systems used for student services, including DSAS, CARS, GradLink, BearFacts, Tele-BEARS, and fellowship awards.
• Graduate degree preferred.

Salary & Benefits
The salary range for this position is $65,800-$104,000 annually, commensurate with experience.

For information on the comprehensive benefits package offered by the University visit:

How to Apply
Please submit your cover letter and resume as a single attachment when applying. To apply visit jobs.berkeley.edu and enter Job ID #19962 or click here

Criminal Background Check
This position has been designated as sensitive and may require a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal 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 the complete University of California nondiscrimination and affirmative action policy see:
http://policy.ucop.edu/doc/4000376/NondiscrAffirmAct

Work Environment
As of January 1, 2014 the University of California, Berkeley is a smoke and tobacco free workplace. Information about our Smoke and Tobacco Free policy is available at:
http://www.tobaccofree.berkeley.edu/