

Job Description

Job Title: Assistant Registrar (4722C)	Job ID: 22245
Department: Berkeley Law	Location: Main Campus-Berkeley
Full/Part Time: Full-time	Regular/Temporary: Regular

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

Berkeley Law is one of 14 schools and colleges at the University of California, Berkeley. It is consistently ranked as one of the top law schools in the nation. The law school has produced leaders in law, government, and society, including Chief Justice of the United States Earl Warren, Secretary of State of the United States Dean Rusk, Attorney General of the United States Edwin Meese, United States Secretary of the Treasury and Chairman of the Federal Reserve G. William Miller, and former Solicitor General of the United States Theodore Olson.

At Berkeley Law, we are committed to excellence in education and scholarship, as well as equality of opportunity. We believe we have a responsibility to use our substantial intellectual capital to help solve real-world problems and to create a more just society through clinics, research, and policy engagement. We believe that a Berkeley Law degree is a tool for change, both locally and globally, and that we should be educating the leaders of tomorrow. We maintain an environment that nurtures academic and personal growth, respects a diversity of ideas, and stimulates independent thought and critical reasoning.

The Student Services unit is responsible for providing front-line information and guidance to the public regarding services performed within the Office of the Registrar and throughout the entire law school. These services include providing deadline information; responding to requests for student and alumni status, degree and attendance information; maintaining academic records; registering and enrolling students; and working with complicated systems.

The Registrar's Office is responsible for timely, accurate processing of academic transcripts. The Office also maintains accurate accounts of the academic histories of every student who attended Berkeley Law. Responsibilities include performance of handling petitions, processing letter requests, and assisting with data collection for degree checks. The Office is also charged with enforcing and implementing Federal and state laws regarding student and alumni

information, as well as University, Faculty, and Berkeley Campus regulations and policies regarding the maintenance of student and alumni records, verification of student status, and issuance of official transcripts. The Office is responsible for handling confidential information with consistently high levels of security, in compliance with FERPA, Federal and state laws, and University and Law School regulations and policies.

Responsibilities

Customer Service Front-Line

- Provides information, assistance and referrals to students, alumni, parents, staff at UC Berkeley and other institutions and the public by responding to telephone, in-person, and e-mail inquiries for the Office of the Registrar.
- Accesses the student database, websites and hard-copy documentation to research information and individual student situations to provide accurate, thorough, and timely responses to telephone, e-mail and in-person inquiries.
- Maintains knowledge of law school structure, deadlines, and events to provide timely information and appropriate referrals.
- Elicits information from constituents thoroughly in order to research and respond to individual inquiries accurately, thoroughly, respectfully and in a timely manner.
- Handles difficult constituent issues tactfully, defusing potentially explosive interactions; maintains composure, respects confidentiality, and resolves difficult problems by using independent judgment, collaborating with staff in the Office of the Registrar, Student Services, and other law school units; appropriately determines when to refer constituents to a manager or other party.
- Assists in collecting statistical data for record keeping, annual and monthly reporting and identifying trends in the work place
- Maintains the integrity and security of student and alumni information in electronic and hard copy formats
- Contributes to excellent and appropriately-timed services for all students by collaborating with Student Services and other law school staff to facilitate seamless student experiences, by making recommendations for in-person, online and telephone process improvements to support service enhancements, and by contributing verbal and written FAQ content to support all students

Assisting with Student Services and Registrar's Office unit processing

Cross-trains in and provides assistance to various areas of the Office of the Registrar unit, including but not limited to the following:

- Updates computer databases with information provided by students, faculty, and campus.
 - Enters writing requirement completion data

- Posts student awards and certificates
- Enters bar passage data
- Adds and drops classes from student enrollments
- Generates transcripts, letters, and forms:
 - Manages online transcript and letter request applications
 - Generates transcripts from paper documents and online records
 - Completes forms for various federal and state government agencies using information found in application data and online records
 - Completes certification and moral character forms for state bars
 - Follows up on more complicated issues directly with the state bars. Makes recommendations to Registrar and Dean of Students
 - Forwards transcripts to state bars, and
 - Composes verification letters to meet student and agency needs.
- Provides assistance with responding to requests for written enrollment and degree verification; responding to in-person, online and mailed inquiries.
- Processes Petitions:
 - Reviews and processes enrollment and academic rules petitions. Makes recommendations to Dean of Students
 - Ensures proper documentation is received from students and/or faculty for law school files and for the main campus Registrar
 - Actively participates in and contributes to meetings and trainings with the Office of the Registrar, Student Services, and other University areas to maintain and support knowledge of policies, processes and deadlines relevant to providing high-quality, seamless services to all students, and support collaboration among staff.

Required Qualifications

- Related administrative/clerical experience.
- Strong customer service skills, with the ability to receive widely-varied in-person, telephone and e-mailed requests from a diverse constituency and respond thoroughly and accurately, with sensitivity and tact during stressful situations.
- Ability to use electronic and hard copy resources to independently research responses to questions and respond in an accurate, thorough and timely manner.
- Ability to multi-task and maintain flexibility, prioritizing tasks and inquiries appropriately.
- Ability to speak and write in clear, grammatically correct, constituent-friendly English, and to communicate effectively with constituents whose primary language is not English.
- Ability to understand detailed rules, policies and procedures and to apply them to factual situations.
- Ability to work both independently and cooperatively with office coworkers and staff in the Office of the Registrar.
- Demonstrated organizational skills, and attention to detail and accuracy.
- Ability to maintain confidentiality and security of student records following confidentiality rules established by FERPA, the State of California and the University.
- Ability to take direction and implement a plan of action.

- Knowledge of basic computer concepts and principals and ability to operate electronic data processing equipment for input, display, retrieval of data, and word processing.
- Keyboard skills sufficient to type data accurately at a moderate rate of speed.
- Ability to maintain and use reference materials including written procedures.
- Ability to use a telephone and computer for several hours a day.
- Ability to successfully complete a conviction history background check.

Salary & Benefits

Hourly Rate Ranges: \$21.49 - \$24.10/hour (depends on experience, internal equity, etc.)

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

<http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html>

How to Apply

Please submit your cover letter and resume as a single attachment when applying.

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.

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 about your rights as an applicant

see: http://www.eeoc.gov/employers/upload/poster_screen_reader_optimized.pdf

For the complete University of California nondiscrimination and affirmative action policy

see: <http://policy.ucop.edu/doc/4000376/NondiscrimAffirmAct>