UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT
Program Advisor
$37,452 to $39,216
Job Number: 20100343
Close Date: 12-7-10

Job Summary:
The Program Advisor coordinates and provides academic and administrative support in all operational aspects of the work performed by the UC study abroad program teams. UCEAP provides international education opportunities to over 4,500 UC students each year. Under the general supervision of the EAP Student Affairs Supervisor, the Program Advisor communicates program information, both academic and operational, to Campus EAP Advisors, students and Study Center staff. Supports both the predeparture application processes as well as academic registration and course approval processes. Works closely with IT to maintain the integrity of student records and improve document tracking procedures within the unique MyEAP database system. Often independently determines work methods for both operational and academic record tasks. Establishes and monitors the workflow calendars to meet program-specific tasks and project deadlines. Supports the Regional Team and provides backup support for the Operations/Academic Specialists as requested. Actively participates and guides the planning of clerical needs for the regional team and attends team meetings and other organizational meetings.

As an integral member of a regional team, the Program Advisor works cooperatively with other regional teams; understands and applies broad administrative rules, policies, and precedents; and provides consistent application of UC policy across all regions in all EAP programs.

Job Requirements:
Minimum of 2 years of previous office/clerical experience. Previous customer service experience. Proficiency in MS Office, including Excel. Able to independently perform detailed and accurate work while meeting critical deadlines. Excellent attention to detail with strong organizational and analytical problem solving skills. Able to prioritize and adjust to varying workloads, manage a variety of tasks with changing priorities, interruptions and conflicting deadlines. Excellent oral and written communication skills and ability to communicate effectively with UC staff, students and parents.

Skill in independently researching questions and analyzing information, situations, policies and procedures to define problems, formulate conclusions and recommend solutions. Flexible and able to work both independently and cooperatively in a team environment.

Preferred:
BA degree or equivalent education and experience. Experience with institutions of higher education (U.S. and international).

For a complete job description or to apply for this position, please visit:
jobs.ucop.edu/applicants/Central?quickFind=53896
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