

**Job Posting Details (External)**

**STUDY ABROAD ADVISOR**

**Position Number:** 41039157

**Payroll Title:** STDT SVC ADVISOR 2 SV

**Job Code:** 005155

**Job Open Date:** 3/6/2026

**Application Review Begins:** 3/23/2026

**Department Code (Name):** EAPQ (EDUC ABROAD PROGRAM LOC Q)

**Percentage of Time:** 100%

**Union Code (Name):** SV

**Employee Class (Appointment Type):** Staff: Career

**FLSA Status:** Non-Exempt

**Classified Indicator Description (Personnel Program):** PSS

**Pay Rate/Range:** The budgeted salary range that the University reasonably expects to pay for this position is \$25.77 to \$29.00/hour. Salary offers are determined based on final candidate qualifications and experience; the budget for the position; and the application of fair, equitable, and consistent pay practices at the University. The full salary range for this position is \$25.77 to \$43.58/hour.

**Work Location:** UCEAP

**Working Days and Hours:** M-F, 8-5 Pacific Time or similar schedule

**Benefits Eligibility:** Full Benefits

**Type of Remote or Hybrid Work Arrangement, if applicable:** This position is eligible for a hybrid work arrangement within California, with a minimum of two days per week in the office. On-site presence will be required more frequently for periods of visa processing (typically April-May and October-November), and will also be required for leadership and staff meetings, delegation visits, training sessions, etc. The selected candidate must reside in California or be willing to relocate.

**Special Instructions:**

For full consideration, please include a resume and a cover letter as part of your application.

**Department Marketing Statement:**

The University of California Education Abroad Program (UCEAP) is committed to promoting excellence through diversity, equity, and inclusiveness. In keeping with the academic mission of the University of California, UCEAP recognizes that diversity is integral to the University's achievement of excellence and strives to create an environment that is welcoming for all. UCEAP upholds the principle of equal opportunity for all and adheres to the University of California Diversity statement. Through international academic experiences, UCEAP inspires students to explore and transform their lives, UC, and the world. Since 1962, UCEAP has served as the UC systemwide study abroad program, supporting this mission and serving over 100,000 students across all 10 UC campuses and over 30,000 international exchange students. UCEAP typically has over 6,000 student participants annually and is active in over 40 countries worldwide. Sustained by strong academic excellence, spirited faculty collaboration and an interrelated support system, UCEAP produces future global citizens and thought leaders. [www.uceap.universityofcalifornia.edu](http://www.uceap.universityofcalifornia.edu)

**Benefits of Belonging**

Working at UC means being part of this vibrant institution that shines a light on what is possible. People make UC great, and UC recognizes your contributions by making this a great place to work. Excellent retirement and health are just one of the rewards. [Learn more about the benefits of working at UC](#)

**Brief Summary of Job Duties:**

This position with UCEAP, a University of California (UC) systemwide, international academic program, completes assignments applying acquired job skills, policies, and procedures to complete assignments, projects, and tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action, with guidance from Program Specialists. Coordinates and provides advising and administrative support in operational aspects of the work performed by the UC study abroad program team. Applies professional student services concepts in providing a variety of student services to the student population served by the organization, and to faculty and management within that organization. Communicates program information to students throughout the application and pre-departure process; communications with students usually take place remotely (online and phone) rather than in person. Monitors and adheres to the workflow calendars to meet program-specific tasks and project deadlines. Provides backup support for the Program staff (Student Services Advisors 3 and 4) as requested. Plans and executes a range of administrative projects and procedures for the Global Program Team. As an integral member of the Global Programs Team, the Study Abroad Advisor understands and applies broad administrative rules, policies, and procedures; consults with experienced level staff and receives direction for more complex assignments, projects, tasks, and policy interpretations.

**Qualifications:**

- Bachelor's Degree in a Related Field or equivalent combination of education and experience
- 1-3+ years administrative support experience required
- 1-3+ years experience working with an information database (student or customer information system)
- 1-3+ years customer service experience; knowledge of advising techniques
- Knowledge of university processes and procedures
- Understanding of university rules and regulations
- Strong organization skills and attention to detail
- Strong project management skills
- Effective written and verbal communication skills
- Skills in service orientation, organization, active listening, and critical thinking

- Multicultural competencies; ability to work with diverse populations
- Ability to work independently and as part of a team
- Ability to work under tight deadlines and prioritize assignments
- Excellent computer skills including advanced proficiency in Word, Excel, and PowerPoint, and demonstrated ability to quickly learn various software programs
- Knowledge of processes, policies, and regulations in higher education setting or similar complex organization
  
- **Preferred:**
  - 2 or more years academic administrative support experience
  - International experience (learning, living, and/or working abroad)
  - Experience interpreting and implementing university/higher education policies, procedures, rules, and regulations
  - Student advising and/or peer mentoring experience

**Special Conditions of Employment:**

- UCEAP is located off campus (near UCSB). This position is eligible for a hybrid work arrangement within California, with a minimum of two days per week in the office. On-site presence will be required more frequently for periods of visa processing (typically April-May and October-November), and will also be required for leadership and staff meetings, delegation visits, training sessions, etc. The selected candidate must reside in California or be willing to relocate. The University will not pay for or reimburse expenses prohibited by University policy, including travel expenses associated with commuting to the designated office. Approximately two annual trips, 1-4 days for Study Abroad fair travel (fall and/or spring) to UC campuses.
  
- Satisfactory criminal history [background check](#)
  
- [UCSB is a Tobacco-Free environment](#)

## **Misconduct Disclosure Requirement:**

Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts an 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; or have filed an appeal of a finding of substantiated misconduct with a previous employer.

“Misconduct” means any violation of the policies governing employee conduct at the applicant’s previous place of employment, including, but not limited to, violations of policies prohibiting sexual harassment, sexual assault, or other forms of harassment, or discrimination, 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](#)

## **Job Functions and Percentages of Time:**

- 65% Student Services Advising and Administrative Support - Provide administrative support for all aspects of the student application phase, including reviewing materials for completeness and accuracy, conducting basic program eligibility checks, maintaining student application records, and communicating about application requirements, deadlines, and missing items. Serves as the initial contact for inquiries from UC staff, students, and others. Responds or redirects inquiries, as appropriate, in consultation with Program Specialists. Advises students on general program descriptions and parameters of UCEAP participation; UC, UCEAP, and host institution requirements and country regulations; UCEAP policies and procedures. Holds weekly virtual Office Hours with prospective students through video calls. Administers the email workflow schedule and sends mass emails to students. Actively participates in planning for administrative needs. Monitors the workflow calendars, conferring with the Program Specialists as needed. Responsible for document collection and records processing for all students and for follow-up procedures on missing documentation. Notifies International Program Specialists of approaching deadlines and other scheduling

information as necessary. Responsible for timely completion of program-specific tasks and projects. Generates participation letters. Assists in the processing of pre-departure withdrawals. Assists with batch processing visa applications. Assists with creating and updating online orientation presentations, including transcribing captions for orientations, recruitment presentations, and workshops. Follows guidelines established by International Program Specialists to assist UC students in meeting immigration and visa requirements. Participates in campus and Systemwide student outreach events, attends study abroad fairs, advising, and orientation sessions as needed. Assists Program Specialists with UCEAP pre-departure webinars.

- 25% Program and Student Data Management - Under the direction of the Program Specialists, posts and updates program calendars. Prepares database reports of student data. Verifies and maintains accuracy of student information in databases and reports. Assists Program Specialists with edits to application and pre-departure documents.
- 10% Special Projects and Other Duties - Provides backup during periods of absence of Program staff. Supports Global Program team with special projects as needed.

### **UC Vaccination Programs Policy:**

As a condition of employment, you will be required to comply with the University of California [Policy](#) on Vaccinations Programs.

As a condition of Physical Presence at a Location or in a University Program, all Covered Individuals\* must participate in any applicable Vaccination Program by providing proof that they are Up-to-Date with any required Vaccines or submitting a request for Exception in a Mandate Program or properly declining vaccination in an Opt-Out Program no later than the Compliance Date (Capitalized terms in this paragraph are defined in the policy.). Federal, state, or local public health directives may impose additional requirements.

For more information, please visit University of California Policy on Vaccinations – <https://policy.ucop.edu/doc/5000695/VaccinationProgramsPolicy>

\*Covered Individuals: A Covered Individual includes anyone designated as Personnel or

Students under this Policy who physically access a University Facility or Program in connection with their employment, appointment, or education/training. A person accessing a Healthcare Location as a patient, or an art, athletics, entertainment, or other publicly accessible venue at a Location as a member of the public, is not a Covered Individual.

### **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.

### **Reasonable Accommodations:**

The University of California endeavors to make <https://jobs.ucsb.edu> accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact Katherine Abad in Human Resources at 805-893-4664 or email [katherine.abad@hr.ucsb.edu](mailto:katherine.abad@hr.ucsb.edu). This contact information is for accommodation requests only and cannot be used to inquire about the status of applications.

### **Privacy Notification Statement**

[Privacy Notification Statement and Notice of Availability of the UCSB Annual Security and Fire Safety Report Disclosures](#)

**Application Status:** If you would like to check the status of your application, please log into the Candidate Gateway where you applied and click on 'my activities'.