Duke University
Division of Student Affairs
Nonexempt Position Description

Official Job Title: Staff Specialist
Working Title: Customer Service/Program Support Specialist
Job Code/Level/Family: Job Code: 0670  Job Level: 7  Job Family: 03
Department: Career Center  Department of Student Affairs
Supervisor: Marketing Specialist
Position Status: Regular; Full Time; Non-exempt
Staff Supervision: None
Schedule Note: M-F, 8:30 am to 5:30 pm

Scope of Responsibilities:

Serves as the primary interface for individuals contacting and using the Career Center and provides excellent customer service in person, by phone and through email. This individual assists in creating a variety of print and electronic materials in support of the communication team and the educational mission of the office.

Duties:

1. **Provide reception and triage as the Career Center’s primary interface:** Greet visitors in person and by phone with attentiveness and a problem-solving mentality. Capably answer multi-line phone and provide direction to visitors in a high-traffic setting. Direct clients to appropriate people, services and resources after asking questions to understand their needs.

2. **Communicate effectively about Career Center activities:** Learn and keep informed about services, events, programs and resources in order to provide accurate information and helpful referrals. Inform people of events and programs by phone and in person. Refer or respond to e-mail requests for information accurately and in a timely manner.

3. **Prepare print and electronic materials:** Work in consultation with Marketing Specialist to develop videos, social media, posters and other resources to support existing and future office initiatives.

4. **Coordinate the appointment-scheduling process:** Schedule student appointments for a staff exceeding 20 members. Answer questions, make appointments and refer appropriately.

5. **Contribute to office assessment efforts:** Utilize existing systems to collect, track and report data. Screen reports for accuracy, resolve questions and highlight unusual information. Share observations and anecdotes from interactions to improve the Career Center’s ability to meet client needs.
General Qualifications:

Work requires knowledge of basic communications principles normally acquired through two years of post-secondary education and two years of relevant work experience. An Associate’s Degree is preferred.

A bachelor’s degree in a field of study directly related to this specific position may be substituted for the education and experience requirement.

Job-Specific Skills and Competencies:

Proactive customer service skills
Ability to multi-task and a friendly, yet professional approach to work
Effective written and oral communication skills
Ability to maintain confidential information: Ensure that paper and electronic client information is kept confidential and secure
Experience using Microsoft Office required. Comfort with Macintosh computers and creative software preferred.
Ability to balance multiple and varied tasks, meet deadlines
Well-developed time management and organizational skills
Experience with creating print and electronic materials preferred and an interest in producing innovative materials for a student audience required
Experience working with highly competitive students and a broadly diverse population are strongly preferred