Duke University
Division of Student Affairs
Nonexempt (Nonbargaining Unit) Position Description

Official Job Title: Staff Assistant
Job Code/Level/Family: 0148 / 08 /06
Departments: Resource Administration/Office of the Vice President
Supervisors: Executive Director, Strategic Operations, Resource Administration
Admin Asst to the Vice President, Office of the Vice President
Position Status: Full-time, Regular, Nonexempt
Staff Supervision: undergraduate and graduate student employees (10-12)
Schedule Note: 7:45am – 4:45pm, Mon-Fri

Scope of Responsibilities
Oversees front desk operations for the Office of the Vice President including recruitment, training, and scheduling of student employees. Monitors quality of client services providing feedback and additional training as needed. Processes student payroll and approves time for student employees. Delivers primary client services as needed. Provides administrative support for Resource Administration directors within Student Affairs and assists support activities related to marketing and communications efforts for the Division of Student Affairs.

Duties %

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<th>1.</th>
<th>Oversee daily operations of the “front desk” in the Office of the Vice President. Recruit, train and supervise student employees. Monitor quality of client services and provide feedback and additional training as needed. Develop and monitor student schedules to ensure coverage, handle schedule changes, review and approve submitted time reports. Proactively assist with challenging phone calls and visitors and refer to other resources as appropriate. Provide primary client service support when students are busy with other clients and/or otherwise not available.</th>
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<td>2.</td>
<td>Assist with website change requests including creation and editing of both text and image content. Maintain division social media accounts.</td>
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<td>3.</td>
<td>Provide general administrative support for the Resource Administration directors including scheduling meetings, purchasing, preparation of expense reports, and other tasks as needed.</td>
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General Qualifications
Two years of post-secondary education and three years of related work experience. Strongly prefer Bachelor’s degree and additional relevant work experience.
Desired Job-Specific Skills, Behaviors and Competencies

- Customer service skills including listening, empathy, positivity, patience, clarity in communications, and willingness to improve
- Supervisory skills and experience and/or interest in working with student employees
- Organizational skills including multitasking, effectively managing multiple priorities and deadlines, and completing tasks thoroughly and accurately
- Interpersonal skills that support others, foster trust, and respect the identities, views and choices of others
- Understanding of website content management systems, specifically Drupal and Wordpress
- Working knowledge of image creation and manipulation using Adobe Creative Suites.