

Duke University
Division of Student Affairs
University Career Center
Nonexempt Position Description

Official Job Title: Staff Specialist
Working Title: Staff Specialist – Event & Program Support Coordinator
Job Code/Level/Family: Job Code: 0670 Job Level: 07 Job Family: 03
Department: Career Center Department of Student Affairs
Supervisor: Assistant Director for Employer Relations
Position Status: Regular; Full Time; Non-exempt
Staff Supervision: None
Schedule Note: M-F, 8:30 am to 5:30 pm Note: During the week of major events (Career Fairs), some flexibility in hours worked may be required - must have ability to start earlier or work later than core hours.

Scope of Responsibilities:

The Event & Program Support Coordinator works as a part of the Employer Relations Team, providing administrative support related to organizations offering resources and employment opportunities for Duke students. This position also performs customer service duties, answering questions, scheduling calls, and addressing the needs of the office’s various constituents: students, employers, alumni, faculty and administration.

Duties:%

<p>1. Provide reception and triage as Employer Relations primary interface: Greet employers in person and by phone with attentiveness and a problem-solving mentality. Capably answer phone and provide direction to visitors in a high-traffic setting. Maintain multiple email inboxes and respond to all requests in a timely manner. Approve employer recruiting accounts and assist with job postings. Direct clients to appropriate people, services and resources after asking questions to understand their needs. During recruiting season, greet students and ensure a smooth interview process.</p>	<p>25%</p>
<p>2. Communicate effectively about Employer Relations activities: Update staff periodically on relevant employer information (Career fair updates, placement reports, etc.) by providing comparative and other analyses. Aid the Assistant Director in creating monthly employer reports. Compile Employer Visit Guides for staff. 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. Act as the primary contact for all Career Center staff regarding all employer-related questions and/or activities.</p>	<p>25%</p>

<p>3. Event Management Support: Coordinate logistics and hospitality for major Career Center events (e.g. Career and Summer Opportunities Fair, Diversity Networking Dinner, Fall Career Fair, Diversity Symposium, etc.). Assist employers with the coordination and promotion of campus information sessions. Maintain vendor relationships and administer budgetary tasks.</p>	20%
<p>4. Provide technical support, feedback, and guidance for users of Career Center technology: Assist students and employers in person and over the phone attempting to use the recruiting / jobs system. Update employer relations website as needed.</p>	20%
<p>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. Oversee the collection of data from career fair surveys. Share observations and anecdotes from interactions to improve the Career Center's ability to meet client needs.</p>	10%

General Qualifications:

Minimum two years post-secondary education and two years of related work experience or any equivalent combination of relevant education and/or experience. A bachelor's degree in a related field may be substituted for two years of the 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

Experience using Microsoft Office required. Comfort with iMac computers and creative software preferred.

Ability to maintain confidential information: Ensure that paper and electronic client information is kept confidential and secure.

Ability to balance multiple and varied tasks, meet and prioritize deadlines.

Well-developed time management and organizational skills

Ability to quickly solve problems that arise with students, employers, and technology