

Duke University
Division of Student Affairs
Job Description

Official Job Title: Operations Manager, Special Events
Working Title: Assist Dir, Conference & Event Svcs
Job Code/Level/Family: 1744/11/28
Department: University Center Activities & Events
Supervisor: Director, Conference & Event Services
Position Status: Regular, Full-time, Exempt
Staff Supervision: 1 Asst Manager, Special Events (L10), 8-10 student staff
Schedule Note: Some night & weekends required

Scope of Responsibilities:

Assist the Director with management and coordination of Conference and Event Services to include centralized reservations of divisional facilities, support of student and University events, building and maintaining registration websites, recruitment of clients, development of promotional materials and coordination of conference services and event services, including invoicing for both summer programs and registration services.

Duties:

% of Effort

Schedule and coordinate University Services (meals, housing, meeting spaces, transportation and other support services) for conferences, workshops and summer camps. With the consultation of the Director, negotiate contracts or agreements for non-University suppliers (such as hotels or shipping warehouses) when coordinating and scheduling of academic conferences. Work with staff to provide a customer-focused experience for constituents. Manage the operation for conference and event related logistics and room design serving as a point of contact as the event plan is being executed reviewing with the contact the written pre-event confirmation of vendor services and scheduling.	35%
Supervise student employees and peer program advisors. Coordinate and lead training for new student staff.	20%
Generate information forUCAE Finance Office to distribute revenue to campus partners according the established operating procedures. Work withUCAE Finance to create comprehensive and accurate information to generate invoices for clients. Analyze trends to be able to create revenue projections for campus partners.	15%
Utilizing event registration software build according to client specifications websites collecting payment and registration information as requested. Ensure payments are correctly deposited to appropriate accounts. Handle incoming phone inquiries from potential registrants. Oversee weekly distribution of registration update reports to clients. Following the program date distribute revenue back to program sponsors.	15%

Work with Director to create policies and procedures regarding departmental operations to facilitate effective resource utilization, standardized policies, and consistent information.	10%
Develop network of potential clients and colleagues within conference and event industry to enhance the public presence of the University as a conference site.	5%

General Qualifications:

Work requires communications; analytical and organizational skills generally acquired through completion of a Bachelor’s degree program plus at least three years of experience or combination of a higher education degree beyond a Bachelors in special events logistics and execution or a related field in order to acquire skills necessary to plan, coordinate and execute conference and event services for a university.

Summary of Specific Skills and Competencies:

- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public;
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed;
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities;
- Valid NC driver’s license required.