Duke University
Division of Student Affairs
Career Center
Staff Specialist / Program Assistant Position Description

Official Job Title: Staff Specialist
Working Title: Program Assistant
Job Code/Level/Family: Job Code 0313 / Family 33 / Level 8
Department: University Career Center
Supervisor: Marketing Specialist
Position Status: Regular, Non-exempt, Full-time
Staff Supervision: Undergraduate students
Schedule Note: Regular Office Hours: 8:00 am to 5:00 pm

Scope of Responsibilities:

The Program Assistant will support career development events and outreach efforts for the Career Center. The incumbent will also maintain statistical data on events and prepare appropriate reports.

Duties:

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Provide scheduling, marketing, assessment, logistics, and consulting support for all office events and programs, which sometimes requires carrying boxes of materials and/or equipment to events. Assist with setting up equipment when necessary. Train all new staff on event management and marketing processes.</td>
<td>60%</td>
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<tr>
<td>2.</td>
<td>Track all incoming event requests and collect data from staff/student Career Ambassador (CA) delegates. Serve as primary supervisor for the CA outreach committee and provide feedback and guidance on their performance. Work with CA presentation committee to gather event data.</td>
<td>15%</td>
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<td>3.</td>
<td>Schedule, cross-train and manage student workers. Serve as back up for appointment scheduling and intake process for office reception.</td>
<td>15%</td>
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<td>4.</td>
<td>Assist the Marketing Specialist in marketing Career Center programs and resources. Assist in updating the website and multimedia materials</td>
<td>10%</td>
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General Qualifications:

Two years postsecondary education and three years of relevant experience are required. A bachelor’s degree may be substituted for the experience requirement.
Job-Specific Skills and Competencies:

Excellent organization skills and attention to detail
Exceptional communication skills
Ability to develop suggestions for improvement through assessment
Sound judgment and ability to effectively solve problems
Proven ability to work in a team environment
Experience working with diverse constituencies
Desire and ability to develop and sustain relevant relationships
Experience with Word, Excel, and survey tools
Excellent customer service skills
Experience with Adobe Creative Suite a plus.