

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

Official Job Title:	Staff Specialist
Job Family/Level/Code:	03/09/0083
Department:	Dean of Students Office, Office of Student Conduct
Supervisor:	Associate Dean of Students (Director, Office of Student Conduct)
Position Status:	Regular, Nonexempt, Full-Time
Supervision:	Front desk student workers
Work Schedule:	8:00am-5:00pm with one-hour lunch

Scope of Responsibilities:

Triage contacts with the office including sensitive and confidential student, staff, faculty enquiries. Escalate critical issues according to office protocols. Develop reports that reflect student disciplinary case history and records; disseminate information to other university offices as appropriate. Plan, coordinate, and administer programming to support office functions, and manage marketing efforts to increase knowledge of office operations, structure, policies and procedures. Perform administrative duties relevant to general operation of the office.

Duties

1. Serve as the primary point of contact for all telephone calls, emails, and walk-in traffic for the Office of Student Conduct during the business day. Triage student situations and needs identified over the phone or from electronic sources including, but not limited to, Incident Reports. Respond to conduct@duke.edu emails and phone calls by documenting database entries (e.g., Care Reports, and/or Incident Reports). Review DUPD and EMS reports and create Incident Reports to generate follow-up as needed. Identify and make contact with appropriate staff for follow-up. Provide weekly updates to the Student Affairs on-call team regarding database system routing of Incident Reports, Care Reports (DukeReach), and on-call emails.
25%
2. Respond to all Dean Certification requests in a timely manner and manage a data tracking process to assure completion. Follow protocols regarding handling of confidential and highly sensitive student data and information. Assist with compiling and summarizing Office of Student Conduct data for compilation of annual, bi-annual, and quarterly reports. Review Incident Reports received from staff; check and compare with source documents and bring significant items, changes, errors, or

- omissions to the attention of the appropriate staff member. Ensure data accuracy for administrative reports, tracking, as well as data analytics as requested by supervisor or staff in the Office of Student Conduct. 30%
3. Assist in the development, and implementation of Office of Student Conduct promotional outreach materials. Assist in coordinating marketing efforts by providing Office of Student Conduct tabling at requested events and creating/updating/ordering publicity materials. Liaise with University departments (academic, Student Affairs, etc.) to promote the Office of Student Conduct, send materials, etc. Coordinate and assist with office communication efforts including, but not limited to, website maintenance. Assist with editing and formatting of office documents; liaise with colleagues on office website updates. 15%
 4. Maintain, review, and reconcile office financial records, prepare variance(s) reports for supervisor review. Reconcile transactions on a monthly basis. Arrange travel and prepare travel expense reports for all Office of Student Conduct staff. Maintain supply inventory. 5%
 5. Develop and maintain annual office task calendar and remind staff of cyclical tasks to address. Schedule and maintain appointments and meetings for Office of Student Conduct staff. Organize and maintain conduct records, reports and correspondence. Provide general administrative support for office processes. Maintain up-to-date knowledge of office protocols, policies and procedures. Screen and route mail and documents; determine which to respond to or which to bring to supervisor's attention based on content of communication and knowledge of office programs and activities. Prepare reports and generate working lists for Office of Student Conduct meetings to coordinate support with other campus offices. Attend meetings as requested by supervisor and enter data as applicable. Generate reports, review disciplinary records, and prepare spreadsheets for campus offices as requested. 15%
 6. Assist with planning and preparation of office events, functions, and trainings such as, Undergraduate Conduct Board, Off-campus outreach, and end of the year office banquet. Duties to include but not limited to; scheduling, reserving space, catering, volunteer coordination, communicating with members, keeping and distributing minutes, and other logistical arrangements. 5%
 7. **Other duties and tasks as assigned by supervisor(s) and/or their designees.**

General Qualifications

Minimum of two years post-secondary education plus four years relevant full-time work experience. A bachelor's degree may be substituted for the education and two years of the

experience requirement. A bachelor's degree and previous relevant experience working in a college/university environment is strongly preferred.

Preferred candidates will have direct experience with sensitive information and databases, working effectively in a team environment, and working with complex process systems. Knowledge of University policies and practices, and those of Student Affairs related to financial reporting, travel, and communications is desired.

Specific Skills and Competencies

Excellent written, verbal, and interpersonal skills, including a friendly, professional interaction style is required. Excellent customer service skills.

Demonstrated effectiveness in working within team environments.

Skills relevant to achieving successful relationships with students, parents, faculty, and other staff.

Excellent organizational skills, including ability to multitask and prioritize, are needed.

Maturity and good judgment/decision making are essential to the position particularly in relation to handling calls and confidential materials.

Fluency with office productivity applications, database management, and web tools.

Understanding of appropriate financial practices in a university setting.

Understanding of university and student privacy regulations and ability to appropriately maintain that information.