

**Division of Student Affairs
Job Description**

Department:	Student Health Services
Duke Job Title:	Staff Assistant
Classification:	Job Family=6; Job Level=8; Job Code=0148
Supervisor:	Associate Director, Clinic Operations
Position Status:	Regular, Non-Exempt, Full-time

Nature of Responsibilities:

Provide administrative support for the leadership team in Student Health Services as well as for general operational activities of the department. Coordinates specified processes related to clinical services.

Specific Duties

Provide administrative support for the Director, Associate Director, Medical Services and Associate Director, Clinic Operations including calendar management, travel, and special event arrangements. Triage and handle routine enquiries, redirecting urgent issues to the Director or Associate Directors as appropriate. Develop and disseminate agendas, meeting minutes, and quarterly news letter.

Initiate financial transactions such as corporate card and travel expense reports. Maintain, review usage and monitor inventory of clinic and medical supplies. Ensure adherence to department, Student Affairs and University purchasing guidelines and policies.

Aid in organization and maintaining of divisional or departmental files of records, reports and correspondence required for reference and efficient operation of division or department; assist with maintaining up-to-date management and procedural manuals, directives and related records.

Assists the leadership team in coordinating health center crisis response and communications, including situations involving contagious illnesses (i.e. flu, meningitis, TB). Rapidly manages priorities and workload in the event of an emergency, providing 'mobile support' for schedule management, task tracking and follow-up, and general coordination of a wide range of health center activities.

Assists in the on-boarding of new employees; schedule off-site trainings; obtain appropriate system access.

Assists the Associate Director, Clinic Operations with building maintenance issues. Submits requests for facilities and equipment maintenance. Reviews and submits requests for electronic door access.

Other duties and projects as assigned.

Required Minimum Qualifications

Work requires a broad knowledge of clerical and accounting principles and practices normally acquired through two years of post-secondary education in secretarial science or a related business field and three years of related experience.

Specific Skills and Competencies

- Strong organizational skills, excellent oral communication skills and ability to focus on customer service
- Demonstrated ability to manage projects independently while seeking advice and direction as appropriate
- Strong writing skills including drafting correspondence, proofreading and editing and creation of presentations
- Proficiency in Microsoft Word, Excel, PowerPoint and Outlook
- Ability to manage multiple projects and responsibilities with resilience, discretion, diplomacy
- Familiarity with institutional financial systems, processes, and policies
- Attention to detail in communications and record-keeping
- Ability to collaborate and work effectively as a team member
- Skill in prioritizing assignments to complete work in a timely and accurate manner under pressures of deadlines, interruptions, and competing priorities
- Experience or willingness to learn Epic, the electronic medical record system