

Division of Student Affairs Job Description

Department: Student Health Services
Duke Job Title: Staff Assistant
Classification: Job Family=6; Job Level=9; Job Code=0476
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. Routinely handle sensitive and/or urgent inquiries from students, parents, staff, media, and others with discretion, tact and thoughtfulness. Triage and handle routine enquiries, redirecting urgent issues to the Director or Associate Directors as appropriate. Develop and disseminate agendas, meeting minutes, and handle follow-up on behalf of the leadership team. Coordinate and execute ad hoc and recurring projects including retreats, training, interviews, special visitors, and other events. Control and maintain files and archives.

Initiate financial transactions such as corporate card and travel expense reports, A/P check requests, purchase requisitions, supply orders, JVs, etc. Reconcile department cost centers on a regular basis. Review usage and monitor inventory of supplies. Ensure adherence to department, Student Affairs and University purchasing guidelines and policies.

Prepare and/or review drafts of presentation materials, correspondence and reports for the leadership team. Check source documents and note errors or omissions. Routinely handle sensitive data. Execute regular data extracts for reports, e.g., patient satisfaction, etc. Provide basic data summaries for special and recurring reports. Assists with the preparation of the annual report.

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.

Maintains the Director's credentialing records/compliance for DUMC, DEA and Medical Licensure, including reapplication process and maintenance of CMS credits. Maintains department credentialing folders for Student Health providers and ensures that credentialing information remains current and complete, including maintenance of CME listing with DCRI.

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. Serves as department key manager.

Other duties and projects as assigned.

Required Minimum Qualifications

Minimum of two years post-secondary education and four years of relevant experience or an equivalent combination of relevant education and experience. Preferred qualifications include a bachelor's degree and experience working in a primary care clinic setting.

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