

Division of Student Affairs
Job Description

Department:	Dean of Students Office
Official Duke Job Title:	Departmental Business Manager III
Classification:	Job Family=28; Job Level=14; Job Code=1682
Working Job Title (if applicable):	Associate Director, Business and Finance
Supervisor:	Associate Vice President of Student Affairs and Dean of Students; dotted line to the Associate Vice President of Student Affairs for Resource Administration
Supervisory Responsibilities:	None
Position Status:	Regular, Exempt, Full-time

Nature of Responsibilities:

In collaboration with the Associate Vice President for Student Affairs and department heads, the Departmental Business Manager (working title=Associate Director, Business and Finance) plans and manages financial functions, systems and processes for Counseling & Psychological Services (CAPS), DuWell, DukeReach, Student Health, and AVP Health Administration including training, process improvement, reporting, compliance and policy interpretation related to accounting, billing, budget, payroll, and facilities maintenance. Lead administrator for the Student Medical Insurance Plan. Serves as a member of the Wellness Leadership team and collaborates on development and implementation of strategies to achieve organizational goals and desired outcomes.

Specific Duties

1. Serve as the lead administrator of the Student Medical Insurance Plan. Proactively monitor claims experience, process monthly invoice payments, and maintain insurance premium funds. Lead the annual premium calculation/development. Meet with the insurance provider as needed. Lead Student Health Insurance Advisory Committee meetings and conduct the periodic insurance RFP process. (15%)
2. Collaborate with department directors and others in establishing department goals and desired outcomes. Plan and develop department budgets with directors by analyzing department goals, identifying possible funding sources, and projecting possible levels of support. Project revenue and expenses on both short and long-term basis for forecasting and budget planning purposes. (20%)
3. Oversee financial operations for assigned departments. Monitor major business processes such as cash receipts, procurement, travel reimbursements, etc. Develop business partnership proposals in collaboration with department leadership and monitor vendor service arrangements. Work with Procurement Services on proposed contracts. Develop MOUs for service partnerships with Duke departments based upon agreed parameters and manage review and renew processes. Analyze business processes and institute

improvements with departments as needed. Develop and deliver financial orientation and ongoing training to employees with financial responsibilities. Ensure process efficiency, quality control, and compliance with Student Affairs and University policies and procedures. Coordinate the preparation of variance reports and establish cycle of regular internal financial reports. Analyze progress and trends and make recommendations. (40%)

4. Manage the Student Wellness Center facility, to include serving as the main point of contact for Facilities Management and Environmental Services. Attend periodic FMD meetings to discuss building needs. Partner with University Center Activities & Events (UCAE) to manage space reservations of public spaces in the Wellness Center. Steward the facility on a daily basis. Manage renovation and maintenance projects. Serve as liaison for all Wellness Center departments to coordinate building operating schedules and planned maintenance. Maintain building/departmental access, to include electronic access rights and schedules as well as the main contact for new office keys. Maintain space inventory in WebCentral. (20%)
5. Perform other related duties incidental to the work described herein. (5%)

Required Minimum Qualifications

Work requires a general business background generally equivalent to a Bachelor's degree. Work requires at least four years related business or administrative experience to acquire competence in applying general personnel practices, accounting and budgeting principles and coordination of major administrative functions. A Master's degree in a business-related field may be substituted for two years of experience.

Preferred Qualifications

MHA or MBA plus five-seven years relevant experience including broad exposure and direct involvement in financial management and health insurance administration.

Specific Skills and Competencies

- Ability to anticipate organizational impacts of recommendations, decisions, and opportunities.
- Excellent organizational, interpersonal, leadership and communication skills.
- Ability to work independently and collaborate effectively with a wide range of administrators, colleagues, peer organizations, consultants and vendors.
- Expertise in financial reporting and familiarity with SAP.
- Flexibility in responding to facility needs; ability to anticipate facility maintenance/renovations
- Competencies in Duke systems including SAP, SISS, Epic, and Blackboard Transact strongly preferred