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

Official Job Title: Staff Specialist  
Working Title: Housing Assignments Assistant  
Job Code/Level/Family: 0670/07/03  
Department: Housing and Residence Life  
Supervisor: Assistant Director of Housing Assignments  
Position Status: Regular, Full-time, and Nonexempt  
Staff Supervision: Student assistants  
Schedule Note: Monday – Friday, 8:30 am – 5:00 pm; occasional overtime, including nights and weekends

Scope of Responsibilities:  
The Housing Assignments Assistant is an integral part of the on-campus living experience. These staff members ensure the smooth operation of office functions and provide much of the initial, and on-going interaction with Duke undergraduate students and parents via the telephone, email, and walk-in traffic. Housing Assignments Assistants are responsible for a broad range of administrative, customer service, and housing assignment functions.

Duties:
1. Provide customer service and triage as Housing Assignment’s primary contact. Greet in person and by phone customers with attentiveness and a problem-solving mentality. Respond to email requests for assistance and/or information accurately and in a timely manner. Resolve problem situations, decide appeals based on eligibility, track unique housing situations, and assist with difficult situations. 30%

2. Communicate effectively about Housing Assignment processes: learn and keep informed about services, events, programs and resources in order to provide accurate information and helpful referrals. Inform customers of policies and procedures in person, by email and/or phone. Interpret Housing policy and procedures and respond appropriately. 30%

3. Provide database management for housing processes (graduate and professional students, holdover housing, summer housing and extensions to licenses), housing reassignments, special housing needs, housing cancellations and releases. Maintain database on students, entering and updating all information on vacancies, internal moves, and long term holds for non-housing needs to ensure a complete and accurate housing status file. Ensure that data is accurate and to compiles standard and special reports that require tabulating and manipulating data to HRL staff and other University departments as required. 25%

4. Complete confidential administrative tasks for students and governmental agencies including proof of residency statements, residency reference checks, and residency background checks. Grant DukeCard access pursuant to Duke access protocol for student reassignments and new HRL employees. 5%

5. Establish and maintain effective and collaborative working relationships with offices and programs in HRL, Student Affairs and across campus that will enhance the quality of the residential experience; collegially support initiatives important to the success of other units that serve the campus residential population. 5%
6. Perform duties as assigned or required to promote the goals, objective and mission of the Department, the Division of Student Affairs, and Duke University. 5%

General Qualifications:

Education/Training: Work requires knowledge of basic mathematical, research and communications principles normally acquired through two years of postsecondary education.

Experience: Work generally requires two years of clerical or research experience to acquire skills in administrative or project research responsibilities as well as accepted

Job-Specific Skills and Competencies:
- Excellent organization skills and attention to detail
- Exceptional communication skills
- Sound judgment and ability to effectively solve problems
- Proven ability to work in a team environment
- Experience working with diverse constituencies
- Experience with Excel, database management, and survey tools
- Excellent customer service skills