

Job Description

Staff Specialist

Scope of Responsibilities Provide administrative support for the Conference and Events services team. Serve as a departmental liaison with customers, guests, students, faculty and staff for the Campus Center (Bryan University Center, Brodhead Center, Plaza and Penn Pavilion) and other associated facilities. Assist with logistics and coordination of UCAE supported events.

Duties % of Effort Serve as the first point of contact for clients booking events and conferences. Take and input reservations into the departmental database for the Campus Center via telephone and email. Check daily booking calendar for new space requests to approve or deny space request. Send confirmation email to requestor and campus service providers as needed.

- 30 Send weekly reports to clients and assist with onsite registration support. Process conference event registration orders and payments across various platforms, answering questions and providing receipts as needed via phone and e-mail
- 30 Assist management with event and conference logistics which include: coordinating vendor orders and schedule, scheduling contract workers and optimizing the booking schedule. Supervise and coordinate equipment rental operations through the handling of reservations from internal coordinators and external rental clients.
- 20 Maintain summer sponsor database and coordinate informational mailings to program sponsors. Input and update program and session information as needed, create events in Ungerboeck, create work orders for summer events related to dining and other services. Produce mailings to summer program sponsors which include, but are not limited to: request for dates, Summer Program Application, Agreement for Conference Services, housing assignment information, housing and program rosters with floor plans and emergency contact sheets, and meal guarantee forms. Evaluate and suggest changes through the process that could streamline or make better use of information.
- 15 Perform related duties as assigned or required to meet department, division and University goals and objectives.
- 5 Required Minimum Qualifications Work requires knowledge of basic writing, computer, mathematical and clerical principles generally acquired through a high school education. Work generally requires three years of experience sufficient to acquire a general knowledge of the practices involved in event coordination, equipment rental, invoicing and inventory.

Specific Skills and Competencies

- High level of proficiency in computer applications such as Word and Excel
- Ability to learn new systems and applications as required
- Excellent organization skills and the ability to manage concurrent projects within established guidelines
- Strong communication skills – verbal, written and interpersonal
- Ability to work independently and as a member of a team, with a commitment to collaboration
- Ability to problem solve at many levels Position requires occasional night and or weekend work to support

Requisition Number

401426833

Location

Durham

Duke Entity

UNIVERSITY

Job Code

313 STAFF

SPECIALIST

Job Family Level

08

Exempt/Non-

Exempt

Non-exempt

Full Time / Part Time

FULL TIME

**Regular /
Temporary**
Regular

Shift

First/Day

Minimum Qualifications

Duke University is an Affirmative Action/Equal Opportunity Employer committed to providing employment opportunity without regard to an individual's age, color, disability, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, or veteran status.

Duke aspires to create a community built on collaboration, innovation, creativity, and belonging. Our collective success depends on the robust exchange of ideas—an exchange that is best when the rich diversity of our perspectives, backgrounds, and experiences flourishes. To achieve this exchange, it is essential that all members of the community feel secure and welcome, that the contributions of all individuals are respected, and that all voices are heard. All members of our community have a responsibility to uphold these values.

Essential Physical Job Functions: Certain jobs at Duke University and Duke University Health System may include essential job functions that require specific physical and/or mental abilities. Additional information and provision for requests for reasonable accommodation will be provided by each hiring department.

Education

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

Experience

Work generally requires three years of clerical or research experience to acquire skills in administrative or project research responsibilities as well as accepted office organization, communications and research practices. A bachelor's degree in a field of study directly related to the specific position may be substituted for the education and two years of the experience requirement. OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

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