

Duke University School of Nursing Job Description

HR Title: Administrative Assistant

Working Title: Administrative Support for Student Success Center

Job Code: 1004

Job Level:10

Updated 8/18/25

General Purpose: The Staff Support role will be responsible for managing the day-to-day operations of the Student Success Center. This individual will assist students with their needs and ensure the smooth functioning of the center.

Supervisor: Director of the Student Success Center

Key Responsibilities:

1. Oversee the daily operations of the Student Success Center, including scheduling of student appointments and the seamless coordination of meetings and workshops, along with all related activities.
2. Perform complex, diverse, and confidential administrative support activities for the Student Success Center, including reconciling Concur transactions.
3. Communication and Correspondence: Independently compose correspondence, memos, meeting agendas, newsletter features, and meeting minutes for the student success center team.
4. Assist students in navigating their academic journeys by providing comprehensive information and personalized guidance on available resources and services such as tutoring, counseling, and academic workshops, ensuring they feel supported and empowered to achieve their goals.
5. Foster effective collaboration with faculty, administrative staff, and other stakeholders, promoting open lines of communication and teamwork to enhance the management and delivery of Student Success Center services and initiatives.
6. Maintain comprehensive, accurate, and organized records and documentation for all activities and operations of the Student Success Center, ensuring compliance with regulatory requirements and institutional standards.
7. Contribute to the development and implementation of robust policies and procedures aimed at optimizing operational efficiency, fostering a culture of continuous improvement, and ensuring compliance with industry standards related to student services.
8. Undertake additional responsibilities as assigned, actively engaging in projects and initiatives that advance the mission of the Student Success Center, thereby enhancing the overall educational environment and operational effectiveness for all students.

Qualifications:

Education/Training

Work requires a general educational background normally equivalent to a full high school education plus two years of post-secondary education in a business-related field.

Experience

Work requires 4 years of related business or administrative experience to become familiar with general personnel practices, accounting and budgeting principles, and coordination of major office activities.

OR ANY OTHER EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE.