

Duke University School of Nursing

Job Description HR Title: Administrative Manager

Working Title: Academic Support Operations Lead

Job Code: 1493

Job Level: 14

Updated: 12/1/2025

General Purpose

The Academic Support Operations Lead provides administrative management and implementation of ongoing work and special initiatives in support of the academic mission of the school of nursing, including teaching assignments, course scheduling, operationalization of curricular requirements, national accreditation and state authorization to operate regulations and requirements, and employment of non-regular rank faculty who teach for the School of Nursing.

Supervisor

This position reports to the Vice Dean, Academic Affairs.

Essential Duties

1. Provide comprehensive support for national accreditation activities within the school of nursing with a focus on the Commission on Collegiate Nursing Education (CCNE). Assist in the coordination and execution of accreditation processes, including self-studies, site visits, interim reports, substantive changes, and all other communication related to the school. Interpret accreditation standards and offer guidance on compliance-related questions and concerns. Support units in maintaining alignment with accreditation requirements by conducting unit audits, compliance reviews, and offering recommendations for organizational improvements. Collaborate with academic teams to ensure new program proposals meet accreditation criteria and provide consultation throughout the development process. Contribute to the preparation and execution of accreditation site visits by supporting planning teams and compiling necessary documentation. As needed, provide data and institutional information to support broader university accreditation efforts, including those led by the Office of the Provost for SACS accreditation.
2. Lead the process for the identification, assignment, and compensation of non-regular rank faculty (NRRF) who teach for the school in accordance with accreditation standards and university policy. Assure the employment of NRRF who are educationally and experientially qualified to teach specific courses. Provide administrative directions to NRRF who teach, interpret policies and guidelines, and direct NRRF to appropriate resources for teaching and problem resolution. Assure NRR faculty compliance with university and school requirements, including annual training modules, influenza and COVID-19 vaccinations and boosters, etc. Work with the Director of the Institute for Educational Excellence to identify and meet the initial and ongoing educational development needs of NRR faculty. (Note: The number of NRR faculty teaching positions utilized increased from 33 in the academic year 2006-07 to more than 250 in the 2023-24 academic year.)

3. Lead the operational implementation of ongoing work and special initiatives related to the work of the academic mission of the school of nursing. Provide confidential consultation to the Vice Dean of Academic Affairs, Academic Program Assistant Deans, and other stakeholders to advance the work of Academic Affairs.
4. Develop and maintain excellent working relationships with staff, faculty, and Division, School, and University leaders. Work with all levels of school and university leadership, administration, staff, faculty, and students to coordinate business, accomplish objectives, and facilitate the resolution of issues and problems. Communicate as appropriate to relevant individuals and groups. Determine the appropriate individuals and groups to communicate with, and decide the timing, method, and location for effective communication.
5. Lead the annual teaching assignment process, including the collection of faculty preferences and faculty assignments for the next academic year. The scheduling process involves considering at least 6 preferences from each of approximately 110 regular and non-regular faculty members regarding which courses they wish to teach in each of the three semesters the school operates annually. Faculty expertise for teaching courses, as well as the faculty's history of teaching, are also taken into consideration. Work closely with Student Services to ensure the course catalog, course offerings, and course section creations accurately reflect faculty preferences and assignments.
6. Orient and onboard assistant academic program deans to the teaching assignment process and Teaching Assignment Management System (TAMS). Work with the VDAA, Academic Program Assistant Deans, and Division Chairs to address and resolve teaching assignment issues and changes throughout the year. Update TAMS as changes occur. Provide information to individual faculty and academic leaders regarding teaching effort and assignments. Reconcile TAMS and other school and university information systems to ensure accuracy and consistency. Collaborate with business office staff to assure accuracy and consistency of information related to faculty effort and teaching requirements. Collaborate with TAMS development and support teams to discuss system functionality and utility that meet DUSON needs. Report issues with software versions. Participate in task forces to work with application developers to develop, test, and implement system enhancements.
7. Provide intellectual leadership to a variety of academic affairs activities, including, but not limited to, development, implementation, and evaluation of policies, protocols, and best practices. Participate in committees and task forces related to the work of Academic Affairs within and external to the School of Nursing, including quality improvement processes, staff and faculty recruitments, curricular and programmatic development and reviews, data management, advisory boards, and others as assigned by the Vice Dean, Academic Affairs.
8. Assist with budget for fiscal year requirements; monitor, verify, and reconcile expenditure of budgeted funds. Prepare operational and financial reports and analyses setting forth progress, adverse trends, and appropriate recommendations or conclusions. Participate in budget-related meetings among academic affairs programs and offices in support of the annual budget development process.

Approve expenditures. Assure that Academic Affairs expenditures comply with budgeted amounts each fiscal year.

9. Perform other duties as needed.

Requirements

Bachelor's degree in administration, education, or a related field required. Work requires 4 years of related business or administrative experience to acquire competence in applying general personnel practices, accounting and budgeting principles and coordination of major administrative functions. Graduate degree preferred.

A master's degree in a business-related field may be substituted for 2 years of experience.

At least five years of experience as an administrator with responsibility for a wide range of processes, projects, policies, budgetary, and supervisory responsibilities within an organization is required.

Management responsibility within an academic environment is strongly preferred. Experience working with academic programs preferred.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE