

Duke University School of Nursing

Job Description

HR Title: Program Coordinator

Working Title: Academic Support Operations Program Coordinator

Job Code: 2321

Job Level: 10

With minimal supervision and wide latitude for discretion and independent judgment, this position provides a high level of administrative support to the Director of Academic Support Operations (DASO), the Faculty Governance Association (FGA), the Institute for Educational Excellence (IEE), and the Beta Epsilon Chapter of Sigma Theta Tau International within the School of Nursing. The person in this position will serve as a confidential liaison for leaders of the supported units with faculty members, students, staff, and external contacts and will represent the organizational units professionally within and external to the university.

Essential Duties provided to all units:

- Independently perform complex, diverse, and confidential administrative support activities.
- Serve as confidential liaison for the units' leaders with other University offices, faculty, students, staff and external contacts. Relay and channel information, policy decisions and concerns on key issues.
- Based on a broad knowledge of the School and University rules and procedures, determine the content and nature of requests; triage and resolve or redirect as appropriate. Answer, resolve or refer questions and issues as appropriate.
- Assist unit leaders with development and dissemination of meeting agendas and other materials. Communicate with meeting guests regarding schedule, participation and meeting materials. Attend meetings, take and transcribe minutes, distribute to participants. Maintain annual calendars, attendance lists, distribution lists, etc. for each unit.
- Provide technical management of meetings for in person and Zoom or other teleconferencing platform attendees. Arrange for recording of meetings as requested by unit leader. Set up and manage break out rooms, votes, polls and surveys within teleconferencing software.
- Create, organize and manage various databases and reports in support of the units. Develop and maintain logical filing systems, ensuring accuracy and consistency between electronic and hard copies.
- Manage FGA, IEE and STTI budgets, reconciling transactions to the financial reports monthly. Monitor Academic Support Operations budget. Point out trends to unit's leader. Make recommendations for changes in budgets based on expenditures. Process financial transactions for supported units.
- Plan, research, coordinate, support, and facilitate various projects and improvement processes for each unit.
- Independently develop and maintain Sakai sites as needed for support of the units. Gather content, develop site components, manage user access list, assist users with access and use, referring to IT as needed for technical issues or to units' leaders for content specific issues or questions. Recommend updates to sites. Maintain independent SED folders as back-up to Sakai site.
- Independently develop, implement, disseminate evaluate Qualtrics surveys for each unit to meet specific needs. Review data, prepare and disseminate reports of survey results.

- Perform additional functions in support of the unit related activities.
- Compile data and prepare drafts of letters, memos, presentations, etc. for faculty. Review and proofread all outgoing material for grammar, accuracy, and completeness. Alert author to discrepancies.

Unit Specific Responsibilities:

Academic Support Operations

- Onboard and orient non-regular rank (NRR) faculty hires to teach in academic programs. Maintain records related to NRR faculty to include CVs, areas of interest, degrees, licensure and certification status, Duke accounts and email addresses. Update records each semester or more often as information changes. Request account access for various Duke computer systems. Communicate with SON-IT about activation of accounts.
- Compile data needed for national surveys to include information on regular rank and non-regular rank faculty who teach.
- In collaboration with the Institute for Educational Excellence, and the Director of Academic Support Operations develop, implement and maintain a Sakai site or other electronic means for providing onboarding and operational information for non-regular rank faculty.
- Manage processes for Directed Scholarship, Independent Study and similar courses each semester. Collect information, compile and disseminate to students and faculty. Create course sections in DukeHub and notify faculty and students. Assist students with registration procedures as needed.
- Participate in the scheduling of courses in DukeHub each semester, including inputting meeting patterns and instructors, creating course sections, generating permission numbers.
- Perform accreditation-related activities to include data collection and compilation, creation and maintenance of record systems (electronic and hard copy); formatting of self-studies, tables, charts, graphs, etc. for self-studies and other reports. Maintain a post site visit archival process for physical and virtual resource room contents.

Faculty Governance Association

- Attend and provide logistical and technology support for all EC and FGA meetings.
- Manage annual FGA election process. Prepare ballots, manage voting process, send reminders to voting participants. Inform leaders of progress.
- Work with the Chair to generate and coordinate annual FGA-EC and FGA calendar.
- Coordinate biannual graduation speaker selection process, interviews, and faculty interview scoring sheets and prepare materials to be presented to FGA-EC for vote.
- Coordinate annual awards process for faculty governance association. Order plaques, assuring accuracy in engraving, timely arrival and distribution to recipients if unable to attend in person.
- Coordinate logistics for annual FGA retreat. Schedule venue, work with vendors for food, technology support, etc., staying within allotted budget and properly managing expenditures. Assist with planning of agenda and engaging speakers and other participants. Update Retreat Planning Committee of progress and if there is a need for their intervention.

- Provide ongoing support for standing and ad hoc committees of the FGA, including but not limited to: Diversity, Equity and Inclusion Committee; Retreat Planning Committee; Judicial Task Force; Course Quality and Support Advisory Board Task force.
- Work with FGA Chair to update annual FGA-EC orientation and new faculty orientation PPTs.
- Support FGA Chair with culminating and cultivating annual DUSON Report.
- Manage all FGA regular rank faculty and affiliated faculty list and committee lists

Institute for Educational Excellence

- Manage the scheduling and delivery of faculty development activities and events throughout the year. Prepare and distribute annual calendar, updating as needed. Coordinate with presenters for marketing information and presentation materials. Manage the process for Continuing Education Offerings
- Manage the logistics for the Clinical Instructor Intensives and other educational meetings and conferences. Work closely with Director and Advisory Board to prepare program itinerary. Schedule venue, work with vendors for food, technology support, etc., staying within allotted budget and properly managing expenditures. Update Planning Committee of progress and if there is a need for their intervention.
- Work with Director to develop and maintain IEE Sakai sites, social media, etc.
- Maintain IEE Library.

Beta Epsilon Chapter Sigma Theta Tau International

- Coordinate logistics for twice yearly Induction Ceremonies. Schedule venue, work with vendors for food, technology support, etc., staying within allotted budget and properly managing expenditures. Assist with planning of agenda and engaging speakers and other participants.
- Work with officers to order plaques for student award recipients. Send letters to award sponsors. Update Planning Committee of progress and if there is a need for their intervention. Order certificates for inductees. Mail certificates to inductees not able to attend the ceremony.
- Attend and provide logistical and technology support for quarterly board meetings.
- Maintain Beta Epsilon website and social media accounts.
- Order and maintain inventory for chapter paraphernalia (e.g., banner, posters, pamphlets)
- Maintain SIGMA display case and closet

Knowledge, Skills and Abilities

- Ability to work independently, to problem solve, and to use critical thinking skills.
- Ability to work with multiple groups and individuals often with short turnaround times.
- Ability to set and manage competing priorities.
- Ability to communicate clearly verbally and in writing.
- Ability to provide guidance and direction to faculty and staff for administrative functions and responsibilities.
- Strong organizational skills.
- Commitment to providing excellent customer service.
- Ability to draft and finalize email communications, letters, memos, minutes. Ability to review documents for grammatical and formatting errors and alert authors of issues.
- Ability to establish good working relationships with a wide range of people within and outside the academic community.

- Demonstrated ability to use teleconferencing software to create and support meetings including using functions such as polls, breakout rooms, etc. Proficiency must be demonstrated within first three months of employment. Experience with Zoom preferred.
- Demonstrated ability to utilize electronic survey software to independently create and deploy surveys and to produce charts, graphs and other reports. Proficiency must be demonstrated within first three months of employment. Experience with Qualtrics preferred.
- Demonstrated ability to use a learning management system to create and update sites for supported units. Proficiency must be demonstrated within first three months of employment. Experience with Sakai preferred.

Requirements**Education/Training**

Work requires analytical, communications and organizational skills generally acquired through completion of a bachelor's degree program.

Experience

Work requires one year to three years of experience in program administration or coordination sufficient to acquire skills necessary to plan, coordinate and implement a variety of program activities and events. Experience with higher education preferred.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE