

Duke University School of Nursing

Job Description

HR Title: Program Coordinator

Working Title: Division Program

Coordinator

Job Code: 2321

Job Level: 10

Revised 2/01/2021

General Purpose

With minimal supervision, latitude for discretion and independent judgment, provide a high level of support to a Division Chair (DC) and faculty within the School of Nursing. Anticipate the needs of DC and faculty. Responsible for central coordination of Division's activities and ensure timely flow of information to and from DC. Serve as confidential liaison for the DC with faculty members, students, staff, and external contacts. Represent the DC, faculty, and the School of Nursing professionally within and external to the university.

Supervisor

This position reports to the Division Chair, School of Nursing.

Essential Duties

1. Independently perform complex, diverse, and confidential administrative support activities for the DC.
 - a. Manage the DC's administrative operations of the Office on a day-to-day basis as well as schedule/coordinate meetings with a diverse group of internal and external participants.
 - b. Manage various databases/reports in support of the Division, develop logical file systems to maintain Division records, ensure consistency between electronic and hard copy files.
 - c. Monitor the Division budget, as well as that of the DC, and reconcile transactions to the financial reports monthly.
 - d. Plan, research, coordinate, and/or facilitate various projects and improvement processes related to the Division.
 - e. Compose, correspondence, memos, meeting agendas and minutes, reports, and Division calendar and distribute to faculty.
 - f. Develop and maintain highly confidential Division files (paper and electronic) including faculty files, as needed, having detailed knowledge of file purpose and contents.
 - g. Provide other support as needed to direct reports of the DC.
 - h. Perform additional functions in support of the Division-related activities.
2. Assist faculty with on-line and on-campus activities, using various software applications (e.g., Microsoft Office, Zoom, Adobe, Learning Management Systems, online surveys, etc.).
 - a. Prepare course-related materials (e.g., course packets) and assist students as guided by faculty.
 - b. Assist faculty with managing repetitive, time-consuming administrative support activities, such as coordination of calendars, notifying of unexpected absences, preparation of necessary arrangements (meeting rooms, preparatory documents for meetings and following up from meetings, managing files for meetings and other correspondence, taking and transcribing meeting minutes, etc.).
 - c. Support for managing processes and systems required to do faculty work (i.e., ordering of supplies, managing reimbursements, travel, uploading required information to Duke Hub).
 - d. Support for individual scholarly or grant-related work (formatting of CVs, assisting with the clerical aspects of manuscript preparation, poster presentations using citation management

- software, creating questionnaires and surveys, compiling data using a variety of software supports such as Excel, maintaining files).
- e. Assist faculty with administrative support activities (e.g., business cards, publisher/flyers, pick up or return library books, mail, packages).
3. Compile data and prepare drafts of letters, memos, presentations, etc. for faculty.
 - a. Compose, format, keyboard, proofread and edit correspondence, reports and other material.
 - b. Review and proofread all outgoing material for grammar, accuracy, and completeness. Alert author to discrepancies.
 4. Collaborate with the faculty and DC to plan and prepare for meetings and conferences.
 - a. Compile, organize background and research materials necessary for the DC to review in preparation for meetings and events.
 - b. Help ensure all materials needed for these meetings are complete, organized, and distributed as directed.
 - c. Reserve rooms, arrange for audio visual needs, order food, gather material, and prepare other meeting materials as needed.
 - d. Confirm attendance for functions.
 - e. Record meeting minutes, as appropriate; distribute to meeting attendees and file in Division files.
 - f. Maintain commitment/follow-up and meeting files and initiate actions as appropriate in a timely manner.
 - g. Anticipate and assess meeting and agenda needs and plan accordingly.
 - h. Independently distribute announcements and other materials to faculty, staff, and students, as directed.
 5. Process the Division and faculty expenses and collaborate with the Business Office staff as necessary.
 - a. Prepare requisitions and coordinate approved purchases.
 - b. Provide required purchase documentation and follow-up on receipt of items ordered.
 - c. Maintain records of travel expenditures.
 6. Serve as point of contact for unscheduled absences and notification of faculty, and management of complex or unusual administrative assignments (events, complex graphic or copying assignments, etc.).
 - a. Coordinate travel arrangements for faculty, including booking flights and hotel accommodations.
 - b. Submit forms for reimbursement.
 - c. Independently follow up to ensure all payments are received and are correct.
 - d. Ensure all materials needed during travel are included in the travel folder.
 7. Establish file systems that are logical and provide for easy access by those who need a particular set of files.
 - a. Ensure consistency between the electronic and hard-copy files.
 - b. Ensure that all files are as up to date as possible, are orderly, and contain only pertinent information.
 - c. Archive or purge files according to record retention schedule or as directed by faculty.
 8. Work cooperatively with other DUSON community members
 - a. Perform additional functions as directed by DC and faculty including but not limited to calendar management.
 - b. Provide coverage for other staff as necessary.
 9. Perform other related duties incidental to the work described herein.
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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 of experience in program administration or involving academic, instructional or counseling activities to acquire skills necessary to plan, coordinate and implement a variety of program activities and events.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE