Position Title: STUDENT SERVICES OFFICER

Requisition Number
Auto req ID
Location: Durham
Duke Entity: MEDICAL CENTER
Department Name: DGHI-Admin
Shift: First/Day
Full Time / Part Time: FULL TIME
Job Code: 2248 STUDENT SERVICES OFFICER
Job Family Level: 10

Job Description:
Work within framework of the Duke Global Health Institute (DGHI) mission to support education efforts in global health at Duke University, with particular focus on program recruitment and experiential learning activities (ELA).

This position reports to the DGHI Assistant Director for Student Fieldwork Operations.

Work Performed:

Educational Programs and Student Services (45%)

- Counsel and advise students and prospective students on matters such as academic requirements, admissions, funding opportunities and campus activities; schedule and notify students of advising hours; maintain advising notes on individual students.
- Track advisees through degree progress and completion.
- Conduct information sessions, seminars and workshops and prepare various written material to provide experiential learning program information.
- Manage the application processes for undergraduate and other ELA programs.
- Assist in field site development across all education programs, researching potential partners and responding to student and faculty inquiries about engagement opportunities.
- Assist in daily management of fieldwork programming; providing logistic and administrative support to students and faculty prior to and during field research projects.
- Coordinate annual field research re-entry retreats for undergraduate and graduate ELA programs.
- Assist with the development and yearly administration of the assessment activities for all DGHI ELA programs.
- Serve on committees and in meetings at University, College, and Institute level.

Communications and Marketing (40%)
• Distribute information to faculty, students and prospective students and the community at-large about the ELA program offerings, requirements and deadlines.
• With web manager, ensure that ELA content on the DGHI website is accurate and current.
• Represent DGHI education programs at Duke admissions, recruiting, and yield events.
• Assist the Assistant Director in development and implementation of marketing and recruiting initiatives for the MSc-GH program.
• Serve a first point of contact for prospective MSc-GH applicants, tracking inquiries (phone, email, in person) and responding to general email inbox questions and interest
• Assist in scheduling for on-campus visits by prospective applicants, applicants and admitted students.
• Coordinate current student involvement in MSc-GH marketing and recruitment process.
• Act as liaison with the DHGI communications team to develop and review print and digital content for education and training programs.

Finance and General (15%)

• Oversee collecting, organizing and compiling of all DGHI field research grant applications.
• Work closely with Grants & Finance staff to manage financial processes for student grants including compilation and submission of required documentation, tracking of payments and completion of annual reports.
• Submit expense reports, following Duke procedures, for staff and student reimbursements related to field research and experiential learning programs.
• Schedule meetings and determine room reservations for student and departmental events inclusive of meetings and courses.
• Perform other duties related to the work described herein.

Education/Experience

Minimum Qualifications:

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

One year of experience in an academic/university setting, with a focus on student services, admissions, financial aid, or international education is required.

Preferred: A strong candidate will have 2-3 years of experience and/or a Master's degree and previous experience in global health, field research or international development.

The DGHI Education Team seeks candidates with the following skills:

• Previous advising, student services, or higher education experience
• Excellent written and verbal communications skills
• Ability to manage multiple projects while providing outstanding customer service
• Excellent organizational skills, high attention to detail, strong follow-through
• Ability to manage priorities and meet assigned deadlines
• Adapts easily to change and diversity as required in day-to-day duties, works well within a team-oriented environment
• Proficient in Microsoft Office Suite; e-mail software; social media platforms

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

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

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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.