

Director of Chancellors' Office
Duke Kunshan University
Job Description

Position Overview:

Performs high level administrative support to the Chancellors by leading and managing an effective Chancellors' office team. This person is responsible for developing new university priorities, identifying important issues confronting the university, and developing policy recommendations and needed actions. The Director of the Chancellors' Office will manage the operational and strategic agenda of the Chancellors by preparing topics for key meetings and providing follow-up from meetings to ensure that approved decisions are implemented. He/she also will manage the start-up and completion of special projects and initiatives established by the Chancellors. The Director of Chancellors' Office will provide coordination and liaison with other staff on key matters of interest to the Chancellors. He/she will interact regularly with administrators, faculty, and professional staff from the Duke and Duke Kunshan campuses to promote effective two-way communications between all parties involved. The Director also will help monitor the university's social media activity to keep the Chancellors informed of potential issues or opportunities. Work is performed under general supervision of the Executive Vice Chancellor and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the DKU performance evaluation system in accordance with the Duke Kunshan University Policies & Procedures.

Reports to:

Executive Vice Chancellor

Essential Duties:

- Serves as a key member of the Duke Kunshan's executive staff responsible for the central coordination of daily activities (operations and planning) and ensuring timely flow of information to and from the Chancellors' Office.
- Responds to inquiries from diverse university stakeholders (e.g., students, parents, faculty, staff, alumni, and public and private officials), refers relevant inquiries or problems to the appropriate office or person, handles pressing problems, and provides needed follow up as required.
- Serves as liaison between Chancellors and students, faculty, staff, visitors, alumni, community and corporate officials, and others.

- Provides administrative support to Chancellors including but not limited to preparation of correspondence and reports, phone calls, visitors, and oversees and monitors projects assigned by the Chancellors.
- Conducts research, assists in preparing speeches, presentation and talking points for the Chancellors on an array of topics for a variety of constituents.
- Updates and keeps Chancellors abreast of current issues, news, and possible concerns.
- Provides assistance, recommendations, and guidance to staff, faculty, students, alumni, administrators, and others under direction of the Chancellors.
- Directs key projects under supervision of the Chancellors to ensure initiatives are completed in a timely manner.
- Oversees Annual Operating Budget Process for Chancellors' Office and develops office operating/administrative procedures and processes
- Assists the Chancellors with operational and administrative duties by coordinating and communicating the implementation of academic or administrative policies and decisions; performing administrative management functions, composing relevant correspondence, and recommending changes in policies or procedures.
- Serves as a liaison between the Vice Chancellors and other University administrators by communicating policy/planning decisions and related information.
- Provides information and/or data for internal or external reports by researching departmental files and records, retrieving electronic data, compiling and tabulating statistics, organizing and presenting information in a useable and understandable format.
- Coordinates, reviews, and approves timesheets for Chancellors' staff and all direct reports.
- Performs other duties as needed.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- Master's degree required. PhD degree preferred. Five years of direct management experience required, preferably in a complex organization such as an academic center, a research university, or a corporate entity.
- Exceptional interpersonal skills and strong managerial ability. Ability to interact discretely at the most senior levels of an organization and to work collaboratively across functions, levels and departments toward shared objectives.

- Excellent writing and communication skills, including familiarity with emerging and social media.
- A general working knowledge of higher education is important.
- Ability to plan, organize, and manage the work of staff members.
- Ability to be very detail minded and aggressive in the completion of tasks.
- Proficient in the use of technology and Microsoft Office software packages.
- Ability to keep or to supervise the keeping of complex records, to assemble and organize data of a complex nature, and to prepare and submit required reports from such records.
- Ability to establish and maintain excellent working relationships with students, associates, superiors, subordinates, and officials outside the University and to work with marketing and communications staff effectively to deal with potential public relations problems.