**ADMINISTRATIVE STAFF AND RESPONSIBILITIES**

****

**L. Ebony Boulware, MD, MPH, FACP**

Title: Chief, Division of General Internal Medicine, Department of Medicine

Location: NC Mutual Building, Suite 500

Phone: 919-613-2099

Email: [ebony.boulware@duke.edu](mailto:ebony.boulware@duke.edu)

****

**Mark Bettger**

Title: Departmental Business Manager

Location: NC Mutual Building, Suite 500

Phone: 919-681-4653

Email: [mark.bettger@duke.edu](mailto:mark.bettger@duke.edu)

Responsibilities:

* Administrative Leadership for Division
* Divisional Budgeting
* Human Resources
  + New Positions
  + Transfers
  + Terminations

Retirements

**Robin Byrd**

Title: Staff Assistant

Location: NC Mutual Building, Suite 500

Phone: 919-668-0300

Email: [robin.byrd@duke.edu](mailto:robin.byrd@duke.edu)

Responsibilities:

* Order Supplies
* Reimbursements
* Purchase Orders
* AP Check Requests
* Assistance with scheduling rooms for meetings
* Faculty Discretionary Reports



**Megan Churchill**

Title: Program Director

Location: NC Mutual Building, Suite 500

Phone: 919-668-7217

Email: [megan.churchill@duke.edu](mailto:megan.churchill@duke.edu)

Responsibilities:

* Appointments, Promotions, & Tenure for Faculty
* GIM Seminars and Meeting for Faculty Development

****

**Clare Il’ Giovine**

Title: Communications Strategist

Location: NC Mutual Building, Suite 500

Email: [clare.il’giovine@duke.edu](mailto:clare.ilgiovine@duke.edu)

Phone: 919-668-7728

Responsibilities:

* Division Communication Strategies
* Social Media Communication
* GIM Division eNews
* GIM Website

****

**Ginger Robinson**

Title: Grants and Contracts Administrator

Location: 2200 West Main Street, Suite 560

Phone: 919-668-2917

Email: [ginger.robinson@duke.edu](mailto:ginger.robinson@duke.edu)

Responsibilities:

* Manages Grants & Contracts for GIM
* Manages Effort for GIM Faculty

****



**Tara Strigo**

Title: Director, Research Programs, Assistant Research Practice Manager

Location: NC Mutual Building, Suite 500

Phone: 919-668-4536

Email: [tara.strigo@duke.edu](mailto:tara.strigo@duke.edu)

Responsibilities:

* Regulatory Oversight for GIM Research
* DOM CRU Liaison
* Project Director for Dr. Ebony Boulware
* Director, Advanced Consultation Center and Research Methods and Shared Resources Center

**Jodi Telander**

Title: Administrative Assistant

Location: NC Mutual Building, Suite 500

Email: [Jodi.telander@duke.edu](mailto:Jodi.telander@duke.edu)

Phone: 919-681-6491

Responsibilities:

* Administrative Staff Assistant to Dr. Ebony Boulware-manage Dr. Boulware’s calendar, schedule meetings and appointments

****

**Harriett Ware**

Title: Administrative Assistant

Location: NC Mutual Building, Suite 500

Email: [harriett.ware@duke.edu](mailto:harriett.ware@duke.edu)

Phone: 919-668-7220

Responsibilities:

* Provide administrative support to the division chief, faculty and staff
* Coordinate meetings for the division (onsite/offsite)
* CME
* Faculty Recruits

****

**STAFF TIME OFF REPORTING**

**Biweekly/Hourly**

* Go to work.duke.edu
* Click on the MyInfo tab
* Click on the MyTime tab
* Click on the API Time and Attendance System link
* Click on Quick Badge tab
* Click on Save button
* Help is provided on the Help tab, then click on the Employee Quick Guide Step-by-Step link
* Call Flo Harris in DOM-HR for problems or questions

**Monthly (exempt employees only, not faculty):**

* Go to work.duke.edu
* Click on MyInfo tab
* Click on MyTime tab
* Enter your time off only once a month-by the 5th of the following month
* Supervisor has to approve before you are allowed to enter next month
* Call Flo Harris in DOM-HR for problems or questions

**NEW FACULTY AND STAFF INFORMATION**

**ID Badges**

* Contact Robin Byrd or Mark Bettger for form to purchase ID
* Take form to Duke South Card Office

**Phones**

* Contact Robin Byrd to have phone ordered
* After phone is here call OIT to have set up
* OIT will assist you in setting you your voicemail as well. You may also use this link: <http://oit.duke.edu/voicevideoweb/phones/wired/voicemail/noleftnav/voicemail_unity.php>

**Fax**

* Ste. 500, NC Mutual Building (break room) – 919-613-9897
* Fax forms are located in the break room

**IT Support**

* Follow the link to OIT’s website. It provides links for computer needs: <https://oit.duke.edu/newtoduke/fac_staff.php>
* Please note you will need to be connected to the Duke network to submit a ticket through the web. If you are off the network you can always call our help desk at 684-2243, or log in through VPN and get to our site.
  + For computer related issues, click on the ACAD support icon on your desktop
  + Please enter the requested information for all fields
  + For department, select General Internal Medicine
  + For support person, select Frank Currin
  + In the summary, include all the details of the problem you are having, including any times you are available.
  + Press submit, and the ticket will be processed and delivered to our group for support.
* If you have an urgent request, please call the DHTS help desk at (919) 684-2243.
* Duke GIM **application**support should continue to be arranged via email to the application development group, as you have been doing.
* For **VA** computers and issues, continue to submit your request through the VA help desk as you have in the past.
* If you are faculty with research projects, please talk to Frank Currin about setting up your file structure on the GIM secure server to store all research project documents and data and provide different levels of access to your research staff and study team members.

**Supply Ordering Process**

* Send email to Robin Byrd ([robin.byrd@duke.edu](mailto:robin.byrd@duke.edu)) with these details:
  + Item
  + Quantity
  + Part number
  + Price
  + Fund code
  + Printout of the web page from the vendor
* Robin will notify you when goods have been received, usually within the next couple of business days
* Please contact Harriett Ware if Robin is not available

**Reimbursement Process for Staff**

* Review available Powerpoint or watch the training video at this link (You will need to log in to access this video): <http://finance.duke.edu/procurement/training/index.php?crs=305&trn=299>
* Go to the Out of Pocket Non-Travel video. Watch the complete18 minute video.
* Log into Duke@Work and the path to accessing this option to enter your reimbursement request.
* You will need a fund code
* You will need to scan the receipts/invoices for reimbursement during the process
* Contact Robin Byrd with any questions

**Fed Ex**

* FedEx account number for the Division of General Internal Medicine is 532030048.
* Shipping supplies are located in the GIM supply room on the 5th floor.
* There is a FedEx pick up box behind the NC Mutual Life Bldg - pick up every weekday by 6:45pm. Otherwise, FedEx packages can be taken to any FedEx/Kinkos offices.

**Mailing Address**

* 411 West Chapel Hill Street, Suite 500, Durham, NC 27701
* DUMC Box number 104427, Durham, NC 27710

**Access to NC Mutual**

* Contact Robin Byrd or Mark Bettger for access to building
* Suite 500 Access
* Please provide your DukeCard # located on the back of your ID badge (772XXXXXX)

**Building Management or Parking at NC Mutual**

* Contact Robin Byrd to obtain NCM parking paperwork.
* Parking forms may be sent to Joe Lemanski via regular mail or via email listed below:
  + Joe Lemanski, P.E., CEM, Property Manager  
    Norwich Realty Services  
    office: 400 W. Main St., Suite 100 Durham NC 27701  
    mail: PO Box 3658, Durham NC 27702  
    Phone: 919-667-9770 ext. 104  
    Email: [joe@norwichrs.com](mailto:joe@norwichrs.com)
  + If parking at a Duke location, email the Duke Parking and Transportation Services at [tranpark@duke.edu](mailto:tranpark@duke.edu) or go to this link for more information: http://parking.duke.edu/parking/index.php

**Building Maintenance Issues**

* Go to [www.norwichrs.com](http://www.norwichrs.com) submit a ticket for a building or maintenance issue. There is a link on the site to the maintenance section.
* Macon Perry – email - [macon@norwichrs.com.com](mailto:macon@norwichrs.com.com). Contact Mr. Perry if you are unsure of how to deal with an issue.

**DEPARTMENT OF MEDICINE HUMAN RESOURCES**

* Mark Bettger is first contact for any HR issues
  + Phone – 919-681-4653
  + Email – [mark.bettger@duke.edu](mailto:mark.bettger@duke.edu)
* If Mark is not available contact the following with questions or issues:
  + Staff /HR Issues – Marsha-Adams Parker
  + Payroll/Timecard Issues – Flo Harris

**Hiring questions**

* New Positions:
  + Contact Mark Bettger to submit request to DOM-HR. The following information is required in order to submit request:
    - Title of position
    - Job description
    - Hiring Manager
    - Fund code to pay for position
    - If it’s a temporary position, duration of position
  + DOM-HR approves
  + SOM approves
  + Position is posted
  + Hiring manager works with DOM-HR on the hiring process.
  + Once a candidate is selected, notify Mark Bettger to work with DOM-HR on completing the hiring process (salary, start date, offer letter)

**REQUIRED TRAINING AT DUKE**

* **Duke Learning Management System (LMS)**

<http://www.hr.duke.edu/training/location/lms/>

* The Duke Learning Management System (LMS) is a tool that Duke uses to manage employee training. Employees can use the Duke LMS to determine learning needs or requirements, register for learning, launch online content, and view and maintain a transcript.
* Required training for all Duke employees will be noted in the Learning Management System. You should receive emails from Duke reminding you of the due date of trainings. Please check the site regularly.
* **Duke Office of Clinical Research (DOCR)**

<https://medschool.duke.edu/research/clinical-and-translational-research/duke-office-clinical-research>mbers of the Clinical Research Units where Duke serves an investigational site for clinical research.

* **DOCR Training Offerings Available to the Clinical Research Community**

<https://medschool.duke.edu/research/clinical-and-translational-research/duke-office-clinical-research/policies-training-and-0>

**Duke Institutional Review Board (IRB) Training Requirements**

https://irb.duhs.duke.edu/training-and-education/resources/researchers-portal

<https://irb.duhs.duke.edu/training-and-education>

All Duke Medicine researchers must complete the following required training before they are placed on a protocol submitted to the Duke Medicine IRB, and before they can gain access to eIRB:

* The set of CITI modules (human subject protection training) required for Duke Medicine researchers, available on the [**CITI website**](https://www.citiprogram.org/). Duke Medicine researchers must renew their CITI modules every 3 years in order to be certified in Human Subjects Protection (HSP) training. If CITI modules have been completed at another institution, contact the Duke Office of Clinical Research to determine if the modules are applicable to Duke Health requirements. CITI will send notification reminder e-mails at 90, 30, 14 days prior to expiration to renew your training.
* DOCR registers Key Personnel for the web-based version of Duke Human Research Training (DHRT) 30-45 days before annual expiration. The learner receives an automated notice from the Duke LMS of the registration.
* The Duke Human Research Training (DHRT) module, available on the [**Duke LMS website**](https://vmw-lmsweb.duhs.duke.edu/SabaLogin). Duke Medicine researchers must renew DHRT training every year.
* For non-regular rank faculty, you will also need to obtain a request from your department chair and your department CRU director to be considered as an investigator for an IRB protocol. This request must be emailed to the IRB for approval.
* **Duke University and Duke Medicine Occupational & Environmental Safety Office (www.safety.duke.edu)**

<https://vmw-oesoapps.duhs.duke.edu/onlinetraining/TrainingByDukeID.asp>

* This lists your required Duke training for your position. (TB, Fire/Life Safety, Flu, Compliance) as well as due dates. You should receive emails from Duke reminding you of the due dates of trainings. Please check the site regularly.