

Clair Dunne

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**Objective** To secure a human resources related position within higher education.

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**Education** M.P.A., Public Administration, San Francisco State University  
B.A., Anthropology, University of California, Berkeley

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### Employment History

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<b>Employment</b>	<b><u>University of California, San Francisco</u></b>	<b>06/00 - Present</b>
	<b>Medical Residency Program Administrator, Dept. of Otolaryngology – Head &amp; Neck Surgery</b>	<b>03/07 – Present</b>
	<ul style="list-style-type: none"><li>• Manage the day-to-day operations of the Otolaryngology – Head and Neck Surgery (OHNS) Residency Program, including program expense budgets, project expenses for Department management, monitor membership and journal subscriptions paperwork, and ensure that resident reimbursement for travel, books, and conferences are processed in a timely fashion.</li><li>• Point of contact to the Graduate Medical Education Office regarding policy/procedural changes and requests for information; implements these changes in residency program operations and procedures. Monitors duty hours, core competencies and implements ACGME requirements.</li><li>• Represent the Vice-Chair and the Director of the Division of Rhinology and the Department of Otolaryngology to the UCSF School of medicine, UCSF Medical Center, government, and professional organizations.</li><li>• Oversee and manage data for program site visit as outlined by ACGME.</li><li>• Independently manage the appointment and reappointment for housestaff, as well as update and maintain E*Value records for 15 full-time residents.</li><li>• Coordinate the faculty supervised resident exams required for board certification.</li><li>• Management of the Department of Otolaryngology Grand Rounds. Provide annual reporting to the UCSF Office of Continuing Medical Education (OCME) to assure compliance with OCME requirements and issuance of CME credits to eligible participants.</li><li>• Under the direction of the resident program director, plan and coordinate bi-monthly education committee meetings, prepare minutes and follow-up on items raised in the meetings.</li><li>• Coordinate the resident performance evaluation program (E*Value) for Otolaryngology; input data into E*Value and ensure completeness.</li><li>• Perform administrative analysis for Vice Chairman and Director of Resident Research &amp; Director of the Division of Rhinology.</li><li>• Administer the medical student and visiting student program. With minimal supervision from the clerkship director, oversee the management of the IDS 110 students, the 4<sup>th</sup> year students, PISCES and the visiting students.</li></ul>	
	<b>Student Affairs Officer II</b>	<b>12/04 – 01/07</b>
	<b>Administrative Assistant III</b>	<b>11/03 – 11/04</b>
	<b>Department of Anthropology, History &amp; Social Medicine (Performed similar duties under both job titles) Graduate Program Administration.</b>	
	<ul style="list-style-type: none"><li>• Research, interpret, apply, and clarify University policies and requirements regarding graduate study for all faculty, staff, and student members.</li><li>• Oversee creation of the annual Humanities budget and report. Monitor spending of UC Office of the President's Office of Research Humanities funds, private endowments and student fellowships.</li><li>• Maintain departmental records for each graduate student and monitor the academic progress of graduate students throughout the year.</li><li>• Communicate with students to gather information for year-end reports and reviews; coordinate support needs and compile report for faculty during annual student review process.</li><li>• Make recommendations to the Graduate Program Director on how best to allocate Graduate Division block grant and facilitate the distribution of these funds to our students. Coordinate annual fellowship nominations.</li><li>• Organize departmental events, including, the departmental seminar series and conferences.</li><li>• Required to established effective and cooperative working relationships with the Graduate Division, the Medical</li></ul>	

Sciences Training Program and other campus and off-campus agencies.

- As primary graduate program contact for applicants and prospective students, this position meets with prospective applicants and advises them on the merits of their application; offer suggestions on how to strengthen their applications; describe requirements, programs, and faculty strengths and research.
- Participate in independently and collaboratively assigned outreach activities to promote and advertise the graduate programs. Participate in the UCSF Summer Research Training Program and the Minority Training Program in Cancer Research.
- Assist in the research, development, and composition of outreach content for brochures and promotional materials targeting the most effective outreach venues. Co-edit Department's website.

#### **Academic Affairs/Post-doctoral Affairs Administration**

- Research, interpret, apply, and clarify University policies and requirements regarding Academic Appointments, for the Chair and for the faculty.
- Oversee faculty recruitment, merits, promotions, and appointments process, coordinate with the Academic Affairs department and to use the Academic Personnel Manual to advise faculty on the merits and promotions policies and procedures.
- Oversee Post-Doctoral Fellow recruitment and appointment process. Work with the International Students and Scholars office to process visa requests. Advise Post-Doctoral Fellows about benefits and Post-Doc policies and procedures.

#### **Administrative Assistant II**

06/00 – 11/03

##### **Department of Anthropology, History and Social Medicine**

- Reception: oversaw reception needs (walk-in and phones)
- Chair Support: scheduled office hour appts; copying, emailing, investigating administrative and logistical questions
- Scheduled meetings, including meeting rooms, food, etc.
- Handled the purchasing of photocopy and office supplies, as well as the maintenance/repair of office equipment.
- Disseminated information and application forms to potential students; maintained applicant files, tracked receipt of all documents, arrange interviews; created forms/maintained documentation for Program files (GPA's, GRE/TOEFL scores, References, etc.)
- Coordinate all details of new student orientation meetings and materials; responded and referred student questions; aided students in resolving institutional issues.
- Tracked and documented student progress and funding for program records.
- Interfaced with Graduate Division and Registrar's office at UCSF/UCB regarding student progress and funding needs.
- Distributed student stipends; maintained records; resolved accounting problems.
- Maintained program brochure and web site; developed listings for internal or external organizational publications

#### **American Express, Inc., San Francisco**

08/98 – 05/00

##### **Administrative Assistant for Large Markets Account Management Team**

- Provided day-to-day administrative support for two Directors and general support for Western regions 7 sales managers.
- Arranged travel, completed expense reports, timekeeping, copying, and other project support.
- Assisted the Events Manager with organizing of special events for our customers
- Gathered and compiled sales figures for the Western Region sales team.
- Organized and prepared meeting materials.

#### **Westside Community Services, San Francisco, CA**

02/1996 – 07/1998

##### **Administrative Assistant to the Chief Program Officer**

##### **Administrative Assistant, Westside Crisis Clinic**

- **Office management:** responsibilities include correspondence, route calls, schedule appointments/interviews/ filing, record maintenance, produce documents/reports/memos/flyers Coordinate and prepare administrative material, including reports, demographics and statistics, for proposals and contracts.
- Processed monthly program billing into the Department of Mental Health billing System (BIS).
- Arranged monthly Program Committee meetings, including notification of Board Members and transcription of committee meeting minutes
- **Human Resources:** processed and routed resumes to various Program Managers; enrolled and informed new employees of benefits including vacation/holidays, medical, cafeteria plans and company policies and procedures; assisted employees with any questions/queries and instructing them in the completion of tax and cafeteria plan forms; posted job announcements, placed advertisements for new positions in weekly and daily

publications.

- Performed administrative duties as needed for the Executive Director, Chief Fiscal and Operations Officer, Agency Medical Director, Program Managers and administrative relief for the Executive Secretary.

<b><u>EDM Investments</u></b> San Francisco, Administrative/Accounts Assistant	05/95 – 01/96 & 08/94 - 09/94
<b><u>Curtis Rand Industries</u></b> San Francisco, Data Entry Clerk	10/94 – 04/95
<b><u>Puratos Crest Foods, Dublin, Ireland, Data Entry Coordinator</u></b>	01/92 – 06/94

#### **Work Related Training**

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**Computer Training:** Dreamweaver, Filemaker Pro Level II, Filemaker Pro Level I

**Research Administration Training:** Introduction to Contracts & Grants at UCSF, UCSF Research Administration

**Accounting Training:** Post-Award Management of Extramural Funds, Travel & Entertainment Expense Processing, OLFS Weblinks (UCSF)

**Diversity Training:** History of Diversity in Higher Education (online course)

#### **Other Relevant Information:**

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**Cal Bear Scholarship Recipient:** 2001-2003 & 2002-2003

**Misc. Training Seminar:** UCSF Staff Opinion Survey & Ambassador Training

**Toastmasters International:** Have completed the Competent Toastmasters (CTM) and the Advanced Communicator Bronze (AC-B).  
Prior officer positions held: President, VP of Membership, VP of Education of UC Oracles.

**Staff Council at UCSF:** Regents Observer 2006/07

**Council of University of California Staff Assembly:** Junior Delegate 07/08, Senior Delegate 08/09