

**Financial Aid Officer**  
**Duke Kunshan University**  
**Job Description**

**Position Overview:**

The Financial Aid Officer will perform administrative and management support to the Director of Admissions and Financial Aid and to his/her teams.

**Reports to:**

Director of Admissions and Financial Aid

**Essential Duties:**

- Analyze the merit-based data and need-based financial aid applications based on standard policies and perform preliminary review as appropriate.
- Provide assistance in scholarships and financial aid quota management.
- Advice both internal and external stakeholders about the details of scholarships and financial aid schemes and to answer any procedural or technical issues related to document submission.
- Prepare, review and summarize various scholarships and financial aid reports, draft background documents, and incoming and outgoing communication as necessary.
- Prioritize and manage multiple projects simultaneously and follow through on issues in a timely manner.
- Receive and interact with incoming visitors, answer phone calls and respond to emails from applicants and partner organizations.
- Support the management of the team budget, including planning and records keeping, financial matters related to the team, and track expenses for projects and prepare expense reports.
- Other tasks assigned by the line manager.
- 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:**

- Candidate should possess at least an undergraduate degree. Graduate degree is preferred.
- 4+ years of experience in administrative and executive, or other related occupation. Working experience in Higher Education is highly preferable.

- Ability to resolve complex administrative problems independently.
- Excellent organizational skills and excellent problem-solving ability.
- Strong communication and relationship building skills are essential.
- Strong command of both written and spoken English and Chinese.
- Must have good skills in Microsoft Word, Excel, and PowerPoint. Willingness to learn new software is preferable.
- Ability to work within a team environment.