

Financial Aid Manager
Duke Kunshan University
Job Description

Position Overview:

Reporting to the Director of Admissions and Financial Aid, the Financial Aid Manager will oversee the administration and management of the university's scholarship and financial aid budget. The Manager will lend support and expertise to students, parents, staff, as well as his/her own team.

Reports to:

Director of Admissions and Financial Aid

Essential Duties:

- In consultation with the Director, develop and implement policies and procedures related to scholarships and financial aid.
- Manage the verification process and online Student Information System and self-service portal for scholarships and financial aid.
- Manage funds and quota.
- Collaborate with other offices on campus, including the Office of Development and Alumni Relations to carry out student recruitment and retention efforts including the delivery, disbursement, and record keeping of scholarships and financial aid awards.
- Lead public presentations and workshops for students and parents about the scholarship and financial aid awarding process.
- Meet and correspond with students and parents about the scholarships and financial aid awarding process.
- Review financial aid applications and prepare proposals on the allocation.
- Review financial aid appeals and recommend appropriate action.
- Prioritize and manage multiple projects simultaneously and follow through on issues in a timely manner.
- 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.
- Develop and prepare weekly progress reports to track the awarding process for prospective students.

- Support the admissions and recruitment areas of Enrollment Management, as needed, including application processing, marketing efforts, and participation in recruitment events.
- 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.
- 5+ 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.