

Faculty Support Officer
Duke Kunshan University
Job Description

Position Overview:

Duke Kunshan University (DKU) is seeking applications for an open position as Faculty Support Officer with potential for promotion. DKU is a Sino-American Joint Venture University in Kunshan, with an international student body and faculty. DKU enrolled its first graduate students in 2014 and launched its undergraduate program in 2018. DKU is actively recruiting a large pool of Chinese and international faculty and staff into these programs and employs a large number of international visiting faculty. The Faculty Support Officer supports faculty and senior staff in two ways: 1) Works with the Director of Faculty Affairs to deliver support services to new resident and visiting faculty and senior staff, and their families. 2) Works with the Director of Faculty Affairs to support a faculty development program for all DKU faculty.

Reports to:

Director for Faculty Affairs

Essential Duties:

- Works with the Director for Faculty Affairs to develop processes for efficiently and effectively delivering services to new, resident and visiting faculty, and their families.
- Works with non-Chinese faculty and senior staff members newly arrived at DKU to acclimatize them to a new work and living environment.
- Assists non-Chinese speaking faculty and senior staff members in working with external service providers related to living in Kunshan.
- Handles miscellaneous enquiries from senior staff and faculty members.
- Regularly evaluates the effectiveness of faculty support services and makes necessary adjustments.
- Provides administrative assistance to the Director of Faculty Affairs including but not limited to: scheduling meetings, taking minutes, assisting in making travel arrangements for business trips and handling reimbursements.
- Assists the Director for Faculty Affairs in organization of campus-wide faculty development events such as the Annual Retreat and New Faculty Orientations.
- Assists the Director for Faculty Affairs in the scheduling and organization of regular faculty development workshops in collaboration with other academic support units.

- Assists the Director of Faculty Affairs in developing a website for faculty development and online resources for faculty.
- Maintains a faculty development events calendar and oversees advertising of events.
- Assists the Director of Faculty Affairs to assess faculty development activities and to gather information regarding faculty needs.
- Assists the Director of Faculty Affairs to develop new faculty development initiatives in collaboration with other academic support units.
- Perform other duties as assigned.
- 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:

- Bachelor's degree or above.
- Excellent oral and written communication skills in English; fluency in Chinese is essential.
- Excellent interpersonal skills.
- 2-3 years of experience in project management and/or event organization.
- Excellent organization skills.
- Experience with Microsoft Word, Excel, PowerPoint, Publisher and/or other graphics programs, and ability to learn new technologies.
- Flexibility and willingness to learn new tasks.
- Ability to work under pressure and meet deadlines.
- Willingness to work collaboratively with a number of various stake holders.
- Willingness to work in the evenings and/or at weekends occasionally if required (compensation leave will be given for out-of-ours work as per HR policies).