

HR Officer – Mobility (International Affairs)

Duke Kunshan University

Job Description

Position Overview:

The HR Officer – Mobility (International Affairs) is responsible for expatriate employees' China work authorizations and international mobility, as well as local administrative services, such as accommodation, schooling for family members, relocation shipment, etc. They will serve as the point of contact for faculty and staff and be accountable for related mobility services.

Reports to:

HR Mobility Manager

Essential Duties:

- Work on expats' work authorizations in China, including the initiation, transfer, renewal, change, and cancellation of work permits and residence permits. Communicate with expats via email, phone and in person in a proper and timely manner, and follow up closely throughout the entire process.
- Provide expats' international mobility services, including international relocation, local accommodation, child schooling, relocation shipment and other settling services.
- Familiarize yourself with work permit, residence permit, and visa related laws and regulations.
- Issue visa invitation letters for foreign visitors, and stringently review visa invitations from all other departments for accuracy to avoid mistakes causing liability to the University.
- Book and coordinate travel (flight, hotel, ground transportation) for faculty/staff, work closely with other departments to ensure smooth arrivals and departures.
- Maintain all data to ensure that data is kept safe. Ensure that effective, valid data is produced for internal use.
- Identify any problems that could arise during all work process and find solutions to improve the process.
- Maintain professional relationships with different government offices.
- Provide daily administrative support in the HR Office to faculty and staff.
- Assist in the application process for subsidies from authorities for various faculty and staff.
- Organize employee team-building activities.
- Other tasks 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:

- Familiar with the policies and regulations of work permit, residence permit and visa, etc. Two years' experience in this area preferred.
- Bachelor's degree or above in Management, Human Resources, or related majors.
- Fluent English and Mandarin in both written and spoken.
- Excellent customer service skills and time management skills. Excellent interpersonal and communication skills, able to work as part of a team and independently.
- Must be able to travel often to government offices in Kunshan, Suzhou, Nanjing, Shanghai and other cities.
- Must be familiar with computer software programs e.g. Word, Excel, Outlook, etc.