



## Job Description – Faculty Services Associate

Department: Faculty Affairs

Reports to:

Faculty Services  
Manager

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### **Position Summary**

Faculty Services Associates support the center of Faculty Services overseen from the Office of Faculty Affairs. Each associate is assigned a concentration in which they specialize; while they will serve as the lead support in that area they will also cross-train in other areas to create a support structure that can both address complicated queries as well as solve simple standard issues quickly.

### **Specialization Unit**

#### **Travel**

- Travel Policy adviser, reviewer and enforcer for authorizations that come through the service center
- Booking flights, hotels and arranging transportation for faculty or faculty guests
  - Liaising with our NYU based travel specialist for travel handoff and additional booking support needs when faculty travel from China to US or when or when faculty origin to China is from the US.
  - Supporting flight bookings from other units in cases where the event overlaps in an appropriate manner to warrant backing including but not limited to Provost Office and External and Academic Events
- Provides solutions and options regarding flight reimbursement guidelines for non-traditional trips that remain in compliance with NYU Shanghai travel policy
- Build and maintain a relationship with office of Finance at NYU Shanghai as well as travel vendors of NYU Shanghai to ensure clear communication and excellent service support
- Support Faculty Recruitment Coordinator in the creation of invitation letters and maintenance of templates as requested for Faculty supported visits.
- Work and train with Human Resources mobility to learn and have working knowledge of Visa regulations and travel needs related to them.

#### **General Assignment Duties:**

- On-boarding and Off-boarding liaison support to operational department, serving as the faculty host;
- Supporting the maintenance of faculty office supplies & other office needs;

- General working knowledge of the duties covered from other associate colleagues, including but not limited to:
  - Finance, Events, Grants & Talents Programs, Faculty of STEM (Science, Technology, Engineering, Mathematics), Faculty of Arts and Humanities, Faculty of Business and Social Sciences, Faculty of Graduate and Special Programs
- Liaising with Finance/HR/Facilities/RITS as needed

### **Qualification**

The eligible candidate must have excellent interpersonal skills, be detail oriented, proficient at troubleshooting and problem solving. Multitasking and time management is a must along with maintaining high integrity of values and institutional virtues.

### **Required:**

- Bachelor's Degree and 2 years relevant experience;
- Proficiency in Microsoft Applications, Google Docs/Apps;
- Fluency in spoken/written English & Mandarin

Please go to <http://shanghai.nyu.edu/about/work/staff-positions> for details and to submit your online application.

Please email to [shanghai.hr.recruit@nyu.edu](mailto:shanghai.hr.recruit@nyu.edu) with any questions about this job posting.