



Job Description – Faculty Services Associate

Department: Office of Faculty Affairs

Reports to: Faculty Services Manager

Position Summary

Faculty Services Associates support the center of Faculty Services overseen from the Office of Faculty Affairs. Each associate is assigned to lead the support to faculty members in an academic area, or a concentration in which they specialize. They will also collaborate in team projects and 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:

Faculty of STEM (Science, Technology, Engineering & Mathematics):

- Faculty point of contact for liaison/support work as it relates to the faculty of STEM
- Be prepared to take on special initiatives as presented from the Chief Science Mentor to support the collaboration/unity efforts of all STEM faculty
- Provide periodic support for research needs in items not covered from Research Institutes or research support-hired personnel

General Assignment Duties:

- On-boarding and Off-boarding liaison support to operational department, serving as the faculty host;
- Preparation of finance reports for reimbursement and payment
- Procurement of equipment and materials for faculty offices
- Arrangements of business travels for faculty or their visiting academics
- Scheduling and coordination of faculty meetings as needed
- Collaboration with Faculty Services Associate of Events on support to faculty events as needed
- Liaising with other operational departments (Finance/HR/Facilities/IT) and academic institutes/centers/ programs as needed

- Supporting other related administrative work and team projects as needed
- General working knowledge of the duties covered from other associate colleagues, and in times of low workload be prepared to support their overload needs, including but not limited to:
- Events, Faculty of Arts and Humanities, Faculty of Business and Social Sciences, Faculty of Graduate and Special Programs, Faculty of Writing Program

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;
- Proficiency in Microsoft Applications, Google Docs/Apps;
- Fluency in spoken/written English & Mandarin

Preferred:

- Master's Degree or 2 years of relevant administrative experience
- Educational background in STEM (Science, Technology, Engineering & Mathematics)
- Experience in data collection and analysis, or qualitative project support