

Student Financial Affairs Coordinator

The American University in Dubai invites qualified applicants to apply for the position of Student Financial Affairs Coordinator.

Position Overview

The Student Financial Affairs Coordinator supports the day-to-day operations of the Finance Office and serves as a key point of contact for students regarding all matters related to their individual financial accounts with the university.

Principal Responsibilities

- Accurately process and post student charges, payments, scholarships, and discounts.
- Post daily payment receipt reports from the bank statement and online transactions.
- Post and reconcile fees for placement tests.
- Administer and follow up on student medical insurance, including collecting necessary documentation for the issuance or cancellation of insurance cards, and reconciling accounts with the insurance provider.
- Clear students for registration based on financial standing.
- Prepare and issue student invoices as needed.
- Monitor and follow up on outstanding student receivables.
- Respond promptly and professionally to student inquiries and correspondence.
- Assist students in understanding their account details and university policies and procedures related to student finance.
- Perform general clerical duties such as photocopying, filing, and scanning documents for digital record-keeping.
- Take and distribute minutes for Finance Office staff meetings.
- Support the office with miscellaneous projects assigned.

Required Competencies and Skills

- Excellent organizational and time management skills
- Effective verbal and written communication skills
- Collaborative team player with a goal-oriented mindset.

Essential Qualifications

- Bachelor's Degree required.
- Demonstrated experience in customer service.
- Strong computer literacy.
- Familiarity with institutional refund policies and FERPA confidentiality regulations.

Preferred Qualifications

- Knowledge and experience with Ellucian Banner Student Information System or similar platforms.

Applications will be accepted and evaluated until this position is filled. Preference will be given to candidates who are already located in the UAE.

Interested applicants must submit the following required documents via email to recruitment@aud.edu.

Please state the title of the position as the subject of the email.

- Cover letter
- Updated CV
- Contact information for three (3) academic/professional references

*Please note that only shortlisted candidates will be contacted for the next stage of the selection process.
No phone inquiries, please.*