

## **Student Financial Affairs Coordinator**

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

The fundamental responsibility of this position is to support the daily activities of the Office of Finance and assist students with respect to all aspects of their individual accounts with the university.

### **Principal Responsibilities:**

- Process and post accurately student charges and payments including scholarships and discounts.
- Post daily payment receipt reports from the bank statement and online transactions.
- Post and reconcile computer and placement tests.
- Follow up on students' medical insurance including gathering documents for issuing and cancelling their medical insurance cards and reconcile statement of account with the health insurance company.
- Clear students for registration.
- Prepare student invoices when needed.
- Follow up on student's receivable.
- Reply to student inquiries and correspondence in a timely manner.
- Must be customer service oriented and able to interact and communicate well with students and all departments.
- Must be familiar with refund policies, institutional and FERPA confidentiality regulations.
- Assists students with interpretation of information on student accounts and related policies and procedures.
- Perform office clerical functions such as making copies and filing as needed, scan copies to be saved digitally.
- Take minutes of finance office staff meetings.
- Prepare finance purchase requisitions as needed.
- Assume miscellaneous projects as assigned.

### **Competencies and Skills Used:**

- Experience in customer service and problem solving.
- Excellent Verbal and written communication skills.
- Computer proficiency.
- Team and goal oriented.
- Ability to work well under pressure.

### **Essential Qualifications:**

- Experience in accounts receivable and customer service positions
- Bachelor's Degree from a western accredited university.
- Attention to detail

### **Preferred Qualifications**

- Master's Degree
- Knowledge and experience with Microsoft Office Suite.

Applications will be accepted and evaluated until this position is filled.

This position is suitable for those candidates already resident in Dubai.

Interested applicants must submit the following requirements via email to [recruitment@aud.edu](mailto:recruitment@aud.edu).

(Please state the title of the position as the subject of the email)

- Cover letter
- Updated CV

- Contact information of three (3) academic/professional references

Alternatively, applicants can submit their application materials to the following postal address:

**Angele El Khoury**  
**Director of Human Resources**  
The American University in Dubai  
P. O. Box 28282, Dubai, U.A.E.

*No telephone calls please.*

*While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.*