

Travel Services Support Professional [Administrative Program Support Professional – P2]

JOB SUMMARY

Under the direction of the Travel and Card Services Manager and/or designated supervisor, the Travel Services Support Professional (Travel Coordinator) provides superior direct customer support for travel services including bookings, travel service options and strategies to the University community. The incumbent will train and assist UConn employees with the front-end, request, and booking modules of the Concur Travel & Expense system [Concur], for booking work-related trips. The incumbent will be a part of the liaison team for the University and travel management provider. The primary focus of this job is customer service and management of the travel in-take process through utilization of the University's on-line booking tool. This position is located on the Storrs campus, but is expected to travel to all University campuses, as needed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Is responsible for coordinating all aspects of travel management utilizing the University's travel system (Concur), including ensuring completeness and compliance with all University travel regulations, policies and procedures.
2. Identifies and follows up to resolve any discrepancies in compliance requirements, requiring the understanding of data relationships between the University's ERP systems (i.e. Quali Financial System), the travel system (Concur), and HuskyBuy.
3. Works with Travel Card campus users to ensure compliance with University policies and procedures; ensures charges are reconciled against appropriate departmental accounts.
4. Acts as a member of the Duty of Care team, as required, to respond and address emergencies that may arise, such as identifying travelers' location, duration of trip, number of travelers in party, etc.
5. Transmits authoritative information and serves as the primary functional lead regarding system (Concur) and/or travel policies and procedures, with responsibility to interpret such policies and procedures.
6. Screens customer travel requests, correspondence, records and/or other documents for appropriate action and processes; works with Travel and Card Services Manager and/or appropriate party to resolve travel system related problems, as needed.
7. Provides front-end support and training on Concur Travel & Expense system, instructional documentation and/or gives presentations to the University community and regional campuses; maintains up-to-date knowledge and integrates best practices for University travel and compliance requirements.
8. Responds to requests for information and provides assistance in solving a wide variety of problems, some of which are new and unusual and require interpretation, judgment and initiative. Refers unusual or difficult problems to supervisor.

9. Communicates daily with other University departments, vendors, other state agencies, and/or peer institutes to request or provide information or to clarify procedures.
10. Works closely with Accounts Payable travel reimbursement team.
11. Prepares narrative and informational reports, as needed or requested; compiles and organizes information requiring the understanding and evaluation of data sources, which may include special projects or extensive reports.
12. Reviews Concur and travel-related operating procedures and policies for efficiency and effectiveness; makes minor changes or recommends changes or improvements; participates in administrative planning and operational decisions as they relate to the Concur booking tool.
13. Composes and/or edits routine correspondence and other documents for supervisor's review and/or signature; as delegated signs supervisor's name to correspondence, requisitions, vouchers, etc.; makes routine decisions in supervisor's absence.
14. Performs routine administrative functions of the Travel and Card Services Team; coordinates workflow and processes administrative paperwork.
15. As assigned, assists in planning and carrying out related travel system support and/or travel related compliance activities, such as meetings, conferences, interviews; makes all necessary arrangements, including travel arrangements for staff and coordination of details.
16. Devises, modifies and/or supervises the maintenance and coordination of complex filing systems, records and/or data systems that may be computerized.
17. May train, provide guidance and/or supervise workflow and/or establish work priorities for support staff and/or student workers, with responsibility to assign work based on the needs of the Travel and Card Services Team.
18. Performs related duties as required.

MINIMUM ACCEPTABLE QUALIFICATIONS

1. Bachelor's degree in Business, Travel Management, or related field and two (2) or more years of related experience OR Associate degree and four (4) or more years related experience OR equivalent combination of training and progressively responsible experience in a similar environment.
2. Experience with the travel service industry, travel providers, booking requirements, travel policies and procedures, and ability to independently resolve problems of unusual difficulty.
3. Excellent written and oral communication.
4. Strong interpersonal skills and ability to build and maintain good customer relationships.
5. Knowledge of and ability to interpret state, federal and University policies and procedures.
6. Experience with Microsoft Office Suite (including Excel, Access, and PowerPoint).
7. Dependable transportation and ability to travel to all University campuses to participate in meetings, presentations, and/or engage with customers as necessary.

PREFERRED QUALIFICATIONS

1. Bachelor's degree in business, travel management, or a related field.
2. Experience with automated travel booking systems, i.e. the Concur on-line booking tool, or similar automated travel/booking system.
3. Experience with the Jaggaer eProcurement system, Quali Financial System or similar electronic purchasing systems.
4. Experience working in higher education and/or similar environment.
5. Experience performing purchasing, accounts payable functions, and related compliance functions.

APPOINTMENT TERM: This is a full-time position located on the Storrs campus. The University offers a competitive salary, outstanding benefits, including employee and dependent tuition reimbursement at UConn, and a highly desirable work environment. Salary will be commensurate with successful candidate's background and experience.

APPLICATION PROCESS: Interested candidates must submit a letter of application, resume and contact information for three (3) professional references, including a reference from applicant's current place of employment. Please note that references will not be contacted without prior discussion with applicant. Please apply on-line using the University's Husky Hire system at: <http://jobs.uconn.edu>. Please reference Job ID 496144. Screening will begin immediately.