

UNIVERSITY OF SOUTHERN CALIFORNIA

Travel and Expense Specialist

Job Code: 113457

OT Eligible: Yes

Comp Approval: 4/27/2020

JOB SUMMARY:

Provides support for the travel and expense program serving a variety of university customers (e.g., faculty, staff, students, guests). Works and communicates closely with finance and business administrators and other procure-to-pay units (e.g., Corporate Card Services, procurement) to ensure all travel expenses and requests are submitted and processed in accordance with university policy and any relevant local, state, and federal laws and regulations.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|---|
| _____ | _____ | Supports the university's travel and expense program, providing the highest possible level of customer service and assisting customers in understanding university policies and procedures. Utilizes appropriate travel and expense software to process and handle travel and reimbursement requests. |
| _____ | _____ | Coordinates the creation and distribution of program communications. Maintains the program website(s) and develops content for training videos and user guides to support university customers. |
| _____ | _____ | Manages the scheduling logistics for travel and expense program training sessions, providing university customers access to additional education and support in navigating the travel and expense reimbursement process. Purchases, goods and services (e.g., office supplies) as required. |
| _____ | _____ | Assists in auditing expense reports to ensure compliance with university policies and procedures and any relevant local, state, and federal regulations. Performs system testing and validation to troubleshoot customer service technical issues. Documents and reports any issues to appropriate parties for resolution and system workarounds. |
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

0-1 year

Minimum Field of Expertise:

Knowledge of one or more relevant system functions (e.g., Quali, Workday, SAP Concur). Experience interpreting university policies and procedures. Demonstrated customer service experience. Demonstrated attention to detail. Excellent written and oral communication skills.

Preferred Education:

Bachelor's degree

Preferred Experience:

2 years

Preferred Field of Expertise:

Demonstrated experience with a wide variety of human resources processes and employment practices. Proficient in USC policies, procedures, and Travel and Expense Portal (SAP Concur).

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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