

Supplier Customer Service Specialist [Administrative Services Specialist III – UCP 5]

Payroll Title: UCP V

Class Code: 0552-9085

Job Family: ADM

FLSA Code: E

Score: 485

JOB SUMMARY

Under the direction of the Procurement Solutions Center Manager and/or designated supervisor, the Administrative Services Specialist III assists in resolving eProcurement (HuskyBuy) related issues on behalf of University customers and acts as liaison between the University and vendor community in support of the establishment, of new vendor relationships, ongoing monitoring and compliance of University vendor master files in HuskyBuy. The primary focus of the job is vendor set-up and management of accounts with a strong focus on customer service and system support. This position is located at the Storrs campus but is expected to travel to all University campuses including UConn Health in Farmington

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Coordinates all aspects of vendor profile management in Jaggaer's Total Supplier Management (TSM) module, including the initial account set up for vendors and suppliers review of W-9s and state forms for accuracy, ensuring completeness and compliance with all state, federal and University regulations, policies and procedures and subsequent maintenance, once established.

Understands data relationships between HuskyBuy and the University's ERP systems (i.e. Quali Financial System, a.k.a. KFS), in order to identify and follow up with vendors directly to resolve any discrepancies in compliance requirements.

Reviews and maintains federal and state restriction lists (including debarment and suspension) to ensure vendor is classified appropriately in HuskyBuy and financial system of record. Takes necessary steps to properly handle per established protocols.

Prepares narrative and informational reports, as needed or requested; compiles and organizes information requiring the understanding and evaluation of data sources; may include special projects/assignments or extensive reports.

May train, supervise and/or establish work schedules of professional, clerical and/or student staff, with responsibility to assign such staff according to priority needs of the Procurement Solution Center.

Transmits authoritative information and serves as the primary resource regarding vendor (TSM) and/or HuskyBuy policies and procedures, with responsibility to periodically interpret such policies and procedures.

Screens vendor requests, correspondence, records and/or other documents for appropriate action and works with Procurement Solutions Center Manager and/or appropriate party to determine proper response or to resolve system related problems; makes referrals as appropriate.

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.

Communicates daily with other University departments, vendors, other state agencies, and/or peer institutes to request or provide information or to clarify procedures.

Provides training, instructional documentation and gives presentations to the University community and various vendors; maintains up-to-date knowledge and integrates best practices for supplier on-boarding and compliance requirements.

Reviews TSM and/or HuskyBuy operating procedures and policies for efficiency and effectiveness; makes minor changes in standard operating procedures or recommends changes or improvements; participates in planning and decisions regarding new or changed policies and procedures.

Devises, modifies and/or supervises the maintenance and coordination of complex filing systems, records and/or data systems that may be in multiple and integrated computerized systems as related to vendor profiles.

Independently 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.

Performs routine administrative functions of the Procurement Solution Center and related administrative functions; coordinates workflow and processes administrative paperwork.

Assists in planning and carrying out related HuskyBuy support and vendor compliance activities, such as meetings, conferences, interviews; makes all necessary arrangements, including travel and coordination and communication of details.

Performs related duties as required.

MINIMUM ACCEPTABLE QUALIFICATIONS

1. Bachelor's degree in Business or appropriate discipline and two (2) or more years of related experience OR Associate's degree and four (4) or more years' related experience

OR an equivalent combination of education and progressively responsible related experience in a similar environment.

2. Demonstrated knowledge of procurement functions, policies and procedures and ability to independently resolve problems of unusual difficulty.
3. Experience with automated procurement systems (e.g. Jaggaer or similar eProcurement and/or financial systems of record).
4. Excellent written and oral communication, organization, and interpersonal skills.
5. Experience in working with vendors.
6. Ability to build and maintain good customer relationships.
7. Knowledge of, and ability to interpret state, federal and University policies and procedures.
8. Experience with computers and Microsoft Office Suite (including Excel, Access, and PowerPoint).
9. Ability to travel to all University campuses and/or to visit with vendors/firms.

PREFERRED QUALIFICATIONS

1. Experience with Jaggaer's eProcurement solution.
2. Experience working in a University environment.
3. Experience performing purchasing, accounts payable functions, and relevant compliance functions.

APPOINTMENT TERM: This is a full-time position. 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 2019257. Screening will begin immediately.