

Administrative Program Support Specialist 2 [P2]

[End-dated]

JOB SUMMARY

The University of Connecticut is seeking to hire a durational Administrative Program Support Specialist 2 for a six month period, subject to an extension depending upon department, budget and staffing needs.

Under the direction of the Procurement Solutions Center Manager and/or designated supervisor, the Administrative Program Support Specialist will assist in providing front-line customer support to the campus community. Incumbent in this position assists all campus travelers with all aspects of utilizing the on-line travel system [Concur] and in booking University related trips as well as provide front-line customer support for HuskyBuy users. In addition, acts as liaison between the University and Procurement Solution Center Manager. Incumbent is expected to resolve a wide variety of questions and/or travel system issues that may arise while working within moderate guidelines and is expected to periodically resolve new, unusual or difficult problems, which require judgment and initiative. The primary focus of the job is on the customer service and management of the travel in-take process through the University's on-line booking tool, and providing to support to end users procuring through the HuskyBuy system; however, may occasionally include other administrative duties, as assigned.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Is responsible for providing support in 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. Understands data relationships between the University's ERP systems (i.e. Quali Financial System) and the travel system (Concur), in order to identify and follow up to resolve any discrepancies in compliance requirements, referring most unusual or difficult problems to supervisor.
3. 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 or extensive reports.
4. May train, supervise and/or establish work schedules of clerical and/or student staff, with responsibility to assign such staff according to priority needs of the Procurement Solution Center.
5. Screens customer travel 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 travel system related problems; makes referrals as appropriate.
6. 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.

7. May transmit authoritative information and serves as the primary functional lead regarding system (Concur) and/or travel policies and procedures, with responsibility to periodically interpret such policies and procedures.
8. Communicates daily with other University departments, vendors, other state agencies, and/or peer institutes to request or provide information or to clarify procedures.
9. Works closely with Accounts Payable travel reimbursement team to ensure timely reimbursement of travel related expenses.
10. May assist with training and/or give presentations to the University community regarding best practices for University travel, as well as on-going compliance requirements.
11. In assigned area of responsibility, reviews operating procedures and policies for efficiency and effectiveness; makes minor changes or recommends changes or improvements; participates in planning and decisions regarding new or changed policies and procedures as they relate to the Concur booking tool.
12. Assist in management and coordination of complex filing systems, records and/or data systems that may be computerized.
13. May draft or independently compose and/or edit 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. Perform routine administrative functions of the Procurement Solution Center; coordinates workflow and processes administrative paperwork.
15. May be responsible for coordinating related administrative functions.
16. 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 and coordinates details.
17. As required, travels to all University campuses including UConn Health in Farmington.
18. Performs related duties as required.

MINIMUM ACCEPTABLE QUALIFICATIONS

1. Bachelor's degree preferably in Business or related field and two (2) years related experience or an equivalent combination of education and experience.
2. Experience with automated eProcurement systems as well as knowledge of on line travel booking systems (e.g. Concur, Jaggaer or similar electronic financial record system).
3. Excellent written and oral communication, organization, and interpersonal skills.
4. Experience in working with vendors.
5. Ability to build and maintain good customer relationships.
6. Experience with computers and Microsoft Office Suite (including Excel, Access, and PowerPoint).
7. Dependable transportation and ability to travel to all University campuses and/or to visit with vendors/firms, as required.

PREFERRED QUALIFICATIONS

1. Bachelor's degree.
2. Direct experience with the Concur on-line booking tool.

3. Demonstrated knowledge of travel functions, policies and procedures and ability to independently resolve problems of unusual difficulty.
4. Experience with the Jaggaer eProcurement system.
5. Experience working in a higher education environment.
6. Knowledge of, and ability to interpret state, federal and University policies and procedures.
7. Experience performing purchasing, accounts payable functions, and relevant compliance functions.

APPOINTMENT TERM: This is a full-time six-month end-dated position located at the Storrs campus, subject to an extension depending upon department, budget and staffing needs. The University offers a competitive salary, outstanding benefits, 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. 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 **494360**. Screening will begin immediately.