



JOB DESCRIPTION: EXPENSE MANAGEMENT SPECIALIST

DEPARTMENT:	Financial Services	REPORTS TO:	Manager, Expense Management
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	02/16/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Expense Management Specialist provides 24/7 travel and expense customer service and ensures staff compliance with Florida State Statute and FLVS travel policy. The Expense Management Specialist designs, develops, configures, troubleshoots, and maintains back office applications related to travel, expense, and purchasing card programs.

ESSENTIAL POSITION FUNCTIONS:

- Provide 24/7 customer service to FLVS user community for business travel planning, travel request authorization, travel expense reimbursement, purchasing card usage, and purchasing card documentation
- Maintain a thorough understanding of Florida State Statutes associated with travel; stay abreast of industry trends and best practices related to government purchasing and expense management
- Review and make recommendations on FLVS travel and expense policies and procedures
- Support and ensure staff compliance with FLVS travel and expense policies and procedures
- Support FLVS IT help desk operations by analyzing and resolving escalated back office issues related to travel and expense applications
- Cultivate and maintain vendor relationships and provide 1st level evaluation of product upgrades and maintenance releases
- Provide product line expertise on application functionality and product customizations
- Design, develop, analyze, and/or test back office applications and systems, and evaluate vendor products and recommend purchases
- Participate in strategic planning for both immediate and future back office application needs
- Create, review, and update department standard operating procedures
- Review, prioritize, analyze, document and effectively resolve complicated, confidential and/or highly sensitive travel and expense issues
- Design and produce monthly expenditure reports and ad hoc reports as requested for leadership
- Collaborate with Professional Learning to produce, review, and update user training programs for expense systems and provide face to face and online expense management training to all staff

- Collaborate with the budget office to keep system coding options accurate and communicate coding information to appropriate staff
- Reconcile expense transactions and prepare downloads for travel expense reimbursement and P-card transactions
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor’s degree in Financial related field; or equivalent combination of education and relevant experience

Experience:

- Two years’ finance experience, preferably in government or school district sector

Knowledge, abilities and skills:

- Knowledge of industry technological developments/trends
- Knowledge of and ability to apply software support and troubleshooting methodologies
- Knowledge of FLVS procurement policies and Florida Statutes related to procurement
- Knowledge of school district accounting
- Possesses strong knowledge of computer operation and standard office software
- Strong operational and trouble shooting skills for software resources
- Strong organizational and motivational skills
- Demonstrated ability to exercise good judgment and discretion in determining solutions
- Strong technical writing skills
- Strong interpersonal and customer service skills
- Ability to communicate clearly with end-users, peers and management
- Strong written and verbal communication skills

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
<p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has</i></p>	<p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>

<i>the desired effect on the target audience</i>	
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p style="text-align: center;">CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p style="text-align: center;">SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p style="text-align: center;">PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p style="text-align: center;">ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p style="text-align: center;">PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i></p>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC or remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.