



JOB DESCRIPTION: TRAVEL PROGRAM ADMINISTRATOR

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 Travel Program Administrator administers the Concur Travel and Expense system and ensures the reconciliation of bi-weekly expense accounts. The Travel Program Administrator maintains and implements the Concur system and oversees process and controls governance and ensures compliance with travel policy.

ESSENTIAL POSITION FUNCTIONS:

- Administer the Concur Travel and Expense system handling employee reimbursements for travel expenses
- Ensure that policies are created and communicated to staff, and that system controls are set within Concur to support these policies and design control tests consistent to ensure that controls are functioning as intended
- Monitor adherence to travel policies and procedures; provide guidance to FLVS travelers and Cost Center managers to adhere to travel policies and ensure they follow proper procedures
- Research and negotiate new travel and logistical resources as needed and review out of policy travel requests and approve/deny on a case by case basis
- Update and deliver the Travel and Expense Training and other ongoing staff training as required
- Provide customer service support to FLVS travelers and system users as needed
- Provide rotating after hours/weekend “on call” assistance to FLVS Travelers and approval/rejection of travel itineraries as assigned
- Reconcile or research accounts as requested
- Develop the mechanisms needed, including input on policy, procedures, and standards, for ensuring accurate processing and exception handling for all travel reimbursement functions
- Create detailed procedures, controls, and summary reporting and reviews necessary to ensure timely, accurate processing, and complete handling of exceptions
- Ensure that daily issues encountered by users are corrected as necessary; work with IT and Concur to determine barriers and possible solutions for the common issues
- Proficient/knowledge in Concur Intelligence, ability to learn Cognos, SAP, Crystal Reporting, TMC Admin and Reporting tool

- Maintain a relationship with contracted Travel Management Company (TMC) and work together to establish system travel policies, troubleshoot any and all reservation issues, and assist travelers as needed
- Ensure the corroboration and reconciliation of bi weekly expense accounts are completed in a timely manner
- Provide financial reports on schedule; ad hoc reports as requested
- Fully administer the Concur system, making regular system updates, adding efficiencies, and troubleshooting as needed
- Maintain ownership of Workday/Concur integrations; troubleshoot and make updates as needed
- Maintain FLVS records to ensure effective documentation to facilitate retrieval, research, and audit
- Update and maintain the FLVS travel portal and FLVS Connect and maintain Concur profiles, budget coding, and access
- Stay abreast of Concur monthly releases, implementing new features as they become available
- Work with Concur Client Executive to maintain relationship, obtain information and resources, when needed
- Attend user conferences, workshops, etc. to increase knowledge and network with other clients
- Work closely with the Operations team to update FLVS Travel policies and procedures to ensure periodic updates to keep the policies relevant and up-to-date
- Develop the comprehensive standards by which the transaction processes should operate for the core travel reimbursement functionality contained in Concur and Workday, along with detailed desktop procedures and templates for both internal administrative use as well as employee Concur use
- Develop the methodologies for reporting and expense reviews, governance process walkthroughs and controls points, along with the key control testing and reporting necessary
- Develop the policy clarifications and reporting necessary to drive accountability and responsibility for compliance with the travel policy for key points
- Analyze, review, develop and implement reporting necessary to provide business intelligence and travel spend breakdown to the large process stakeholders
- With the assistance and agreement of Professional Learning, review and implement the training and/or cross training of all team members using the function
- Perform Concur Roles audit, document new Roles requests and maintain Concur List management
- Possess detailed knowledge of FLVS P-Card policy
- Conduct Training of cardholders, when required
- Provide support to staff, assisting with coding transactions, uploading receipts and reconciling transactions
- Provide support in implementations and system interface changes

- Serve as back up to complete approvals for credit limit changes, card request, and other essential functions and to complete purchasing card transaction download into the general ledger
- Remain knowledgeable on the function, ability, and scope of Enterprise Spend Platform. Provide recommendations for improvements
- Attend forums and trainings as needed to gain knowledge on industry standards and upcoming features/ improvements to current system
- 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:

- Three 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
<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</i>	<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</i>

<i>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 the desired effect on the target audience</i>	<i>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>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>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>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>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>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>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>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>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>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.