



JOB INFORMATION

Job Code:	113457
Job Title:	Travel and Expense Specialist
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Accounting
Job Family Group:	Accounting, Finance and Banking
Management Level:	7 Individual Contributor

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of one or more relevant system functions (e.g., Quali, Workday, SAP Concur).
X		Experience interpreting university policies and procedures.
X		Demonstrated customer service experience.
X		Demonstrated attention to detail.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills.
	X	Demonstrated experience with a wide variety of human resources processes and employment practices.
	X	Proficient in USC policies, procedures, and Travel and Expense Portal (SAP Concur).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
	Campus Security Authority (CSA)		Essential:
	By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR

partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.