



# Manager, Travel and Expense Reimbursements

## Job Description

### JOB INFORMATION

<i>Job Code:</i>	113455
<i>Job Title:</i>	Manager, Travel and Expense Reimbursements
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.; Supervises employees and/or student workers.
<i>Job Family:</i>	Accounting
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Manages the central travel and expense reimbursement department operations, programs and policies, working closely with university finance and business administrators. Plans, documents and implements key workflows, ensuring efficient and effective transaction processing complying with university policies and all applicable local, state and federal laws and regulations. Serves as subject-matter expert (SME) on financial data management, recommending and/or independently making financially sound business decisions, and leading special projects and change management efforts from initiation to execution.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Master's degree	Human Resources	Or
	X	Master's degree	in related field(s)	

#### Additional Education

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

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years		
	X	3 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		Demonstrated experience with standard enterprise resource planning (ERP) and financial systems.
X		Experience in a leadership/management role, and knowledge of effective and emerging supervisory theories and best practices.
X		Proven experience interpreting and applying policy, procedures, and local, state, and federal regulations.
X		Demonstrated experience with human resources processes and employment practices.
X		Excellent written and oral communication skills.
X		Experience managing projects and leading research and teaching/training efforts.
	X	Experience working in higher education.
	X	Demonstrated experience with Concur and/or other travel and expense systems.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the programs, policies and daily operations of the travel and expense reimbursement department. Sets departmental priorities, develops standard operating procedures, and establishes protocols to measure performance and monitor operations. Works and communicates closely with university finance and business administrators and other procure-to-pay units (e.g., Corporate Card Services, procurement).				
Creates and implements key workflows, ensuring efficient and effective transaction processing and documentation complying with university policies and all applicable local, state and federal laws and regulations. Handles internal/external audit requests, complex transactions, and customer support issues escalated by specialists, further escalating items as necessary. Establishes staff development, training, and coaching plans. Hires and on-boards new staff, performs annual employee performance reviews, and conducts disciplinary actions as required.				
Serves as subject matter expert (SME) on travel and expense reimbursement procedures and systems. Develops metric-driven approaches to ensure highest levels of customer service (e.g., response time, quality control, total cycle time). Oversees office/department confidentiality and access to sensitive information.				
Delegates and/or manages special projects and change management efforts, from initiation to execution. Researches, gathers, organizes, analyzes and summarizes data for reports on trends, conclusions, recommendations, and overall correspondence presented to senior leadership. Serves as functional owner and editor of the travel and expense department's online content, ensuring proper and regularly updated information, guides and forms.				
Performs regular campus-wide outreach, providing training on procedures and communicating new programs, process and policy changes. Participates in professional associations and attends conferences to stay informed of developments in the field and ensure practices are up-to-date.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	No

**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.