

Job Family	Finance	Job Summary	Develops, modifies, and executes company travel policies and procedures. Ensures the accurate compilation, analysis and reporting of travel data. Acts as primary contact with corporate travel agencies and vendors. Negotiates contracts with travel agencies and suppliers. Responsible for adherence to cost control and effectiveness in the travel department. May manage company employees or be responsible for coordinating activities with on-site contractors or outsourced resources providing travel services.
Job Function	Travel		
Category	Professional		

Job Level	Entry	Intermediate	Experienced	Advanced	Expert
Job Title		Travel Management Officer 2	Travel Management Officer 3	Travel Management Officer 4	
Job Code		7079	7767	7766	
Tracking Code		A2142	A0781	A0782	
Per. Program	PSS	PSS	PSS	PSS	MSP
FLSA	Non-Exempt	Non-Exempt	Exempt	Exempt	Exempt
Generic Scope	Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.	Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.	Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.	Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.	Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.
Custom Scope		Uses professional skills and understanding of industry practices and related policies and procedures to complete assignments of moderate complexity. -Has authority to make travel arrangements within pre-approved dollar limit. Exercises judgment within defined limits and practices. -Works on problems of moderate scope where analysis of situations or data requires a review of a variety of factors.	Uses skills as a seasoned, experienced professional with a full understanding of industry practices and related policies and procedures; resolves a wide range of issues in imaginative as well as practical ways. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Cultivates internal and some external contacts.	Uses advanced professional concepts to resolve complex issues in creative and effective ways. Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results. Contacts are both internal and external to the department at all levels. May function as a mentor to less experienced team members.	
Key Resp 01		Provides current available travel options to University clients regarding destination, mode of transportation, travel dates, and accommodations based on safety and time and financial	Applies in-depth understanding of vendor management concepts to identify and evaluate vendor options and programs of complex scope and impact.	Applies advanced understanding of vendor management concepts to identify and evaluate vendor options and programs of highly complex scope and impact.	

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		considerations.			
Key Resp 02		Researches travel, hotels, rental cars for UC related travel. Computes and analyzes costs of travel and accommodations for UC clients, individuals and groups.	Conducts broad investigations and complex analysis of UC travel, provides status reporting and projections, and identification of trends.	Leads in monitoring participant / client satisfaction with vendor services.	
Key Resp 03		Advises clients on travel documentation, including passports and visas, and special local destination requirements.	Based on analyses and investigations, makes recommendations to management.	As an expert, researches, analyzes and recommends responses to complex and difficult issues that have been escalated from managers and employees.	
Key Resp 04		Communicates with travel vendors to resolve service issues.	Resolves mid-level vendor-related and project-related business and technical issues, often dealing with unique issues or problems without precedent or structure.	Participates in review of highly complex Request for Proposals (RFPs), analyzes bid proposals and makes recommendations to support decision-making in awarding of contracts.	
Key Resp 05		Negotiate and book reservations with airlines, hotels, car rental companies and other ground transportation agencies.	Oversees and supervises the conversion of CSU locations to UC System Solution programs.	As a leader, provides direction and guidance to campus travel coordinators.	
Key Resp 06		Resolves a variety of customer service request and recommend alternative itineraries.	Works with technical vendors and portal designers to provide access procedures leading to admission to the UC System Solution portal and systems and procedures associated with the Central Data Depository and reporting database.	Manages the UC System Solution program components.	
Key Resp 07			Promotes the UC System Solution travel program to all University employees as well as CSU.	Promotes the UC System Solution travel program to all University employees	
Key Resp 08			Conducts training in the use of the UC System Solution travel portal.	As a technical leader, provides direction and guidance to technical providers. Provides direction and guidance to other team members.	
Key Resp 09			Develops and maintains the travel management budget	Serves as primary liaison with all stakeholders for applicable vendor services.	
Key Resp 10			Writes quarterly newsletter.		

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Key Resp 11					
Key Resp 12					
Key Resp 13					
Key Resp 14					
Key Resp 15					
Education 1		Bachelor's degree in Business Administration, Economics and / or equivalent experience / training.	Bachelor's degree in Business Administration, Economics and / or equivalent experience / training.	Bachelor's degree in Business Administration, Economics and / or equivalent experience / training.	
Education 2					
Education 3					
Education 4					
License 1					
License 2					
License 3					
License 4					
Cert 1					
Cert 2					
Cert 3					
Cert 4					
Spec Cond 1					
Spec Cond 2					
Spec Cond 3					
Spec Cond 4					
KSA 01		Experience in travel management.	Strong experience in travel management.	Advanced experience in travel management.	
KSA 02		Knowledge and experience with the business travel industry and practices employed by travel management companies.	Strong knowledge and experience with the business travel industry and practices employed by travel management companies.	Advanced knowledge and experience with the business travel industry and practices employed by travel management companies.	
KSA 03		Knowledge of applicable policies, practices and procedures for the organization / client groups.	Thorough knowledge of applicable policies, practices and procedures for the organization / client groups.	Advanced knowledge of applicable policies, practices and procedures for the organization / client groups.	

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KSA 04		Verbal and written communication skills.	Strong verbal and written communication skills.	Advanced verbal and written communication skill.	
KSA 05		Customer service orientation as demonstrated by the ability to respond proactively and positively to customer service needs and problems.	Customer service orientation as demonstrated by the ability to respond proactively and positively to customer service needs and problems.	Customer service orientation as demonstrated by the ability to respond proactively and positively to customer service needs and problems.	
KSA 06		Proficiency in office and web-based applications.	Proficiency in office and web-based applications.	Proficiency in office and web-based applications.	
KSA 07			Strong interpersonal skills required to establish and maintain credibility and working relationships with vendors, colleagues and client groups.	Advanced interpersonal skills required to establish and maintain credibility and working relationships with vendors, colleagues and client groups.	
KSA 08			Strong ability to analyze, interpret and research essential information to synthesize information from multiple sources and policies.	In-depth ability to analyze, interpret and research essential information to synthesize information from multiple sources and policies.	
KSA 09					
KSA 10					
KSA 11					
KSA 12					
KSA 13					
KSA 14					
KSA 15					
Environment		Office or campus settings and various external venues.	Office or campus settings and various external venues.	Office or campus settings and various external venues.	
Career Path 1		Travel Management Officer 3	Travel Management Officer 4	Finance > Travel Management > Supervisory & Management	
Career Path 2			Finance > Travel Management > Supervisory & Management		
Career Path 3					
Career Path 4					
Career Path 5					
Career Path 6					