



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

Travel Occupation

BARGAINING UNIT:

ACE

Travel Specialist

SERIES PURPOSE: The purpose of the Travel Occupation series is to establish, maintain, and oversee all travel functions and to provide administrative assistance to staff.

CLASS CONCEPT: The class works under general supervision and requires knowledge of travel related policies and procedures in order to provide customer service and maintain data within the travel system.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Researches and negotiates airfares, ground transportation, lodging, and meals as directed, with optimal schedules for individual and group quotes with service providers, as well as venues for a variety of destination programs, meetings, tours, and events as needed; demonstrates willingness to research and present viable options to achieve the best possible fares, rates, and/or schedules; books travel and processes contracts directly with the airline, ground transportation, and hotel companies; confirms what has been received for accuracy; prepares options in the event of a schedule change; manages ticket exchanges, name changes, cancellations, and voids within the given parameters; creates and maintains airline manifests.

Develops strategic policies and processes for constituent travel; addresses complaints; handles airline deposits and refunds; documents all travel transactions accurately; advises best practices for travel documents and/or insurance; supports travelers in adhering to University travel policies and procedures.

Advises clients on unique travel arrangements, e.g. visas and passports; serves as resource to staff as needed for after-hours emergencies; builds and maintains strong relationships with group air desks, hotels, and ground transportation members.

Develops itineraries for constituents; liaises with point persons to ensure all logistical and administrative details of travel are adequately covered; creates, maintains, and distributes assigned hotel rooming lists; keeps point person up to date with any changes.

Assumes responsibility for the oversight of administrative operations as assigned; assists with scheduling promotional events, community activities, speaking engagements, and fundraisers.

Effective 11/05/2024

Enters and maintains data in the travel system; develops and maintains process and procedure documentation.

Provides customer service to internal and external business partners.

Attends and/or provides training seminars to internal and external business partners.

Executes existing reports and creates ad hoc reports as requested. Participates in audit processing activities.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: travel related policies and procedures; general office practices and procedures; business office software applications; travel system software/program.

Skill in: operation of personal computer and office machines; organization; verbal and written communication; interpersonal relations.

Ability to: deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; arrange items in numerical or alphabetical order; assess questions and provide appropriate information or referral.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED; five years' experience as a travel manager; valid driver's license.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Non-traditional work schedule; flexible hours & travel as required.