

The University of Texas at San Antonio

Job Description

Job Title: Business Service Center Specialist I
Code: 19701
Salary Grade: 58
FLSA Status: Non-Exempt
Department/Division: Job available in different departments/divisions
Reports To: In accordance with specific departmental policies

Summary

- Function: To provide support for financial and human resource administration activities to the Business Service Center.
- Scope: Responsible for the administration and monitoring of financial and business transaction processes in support of the Business Service Center.

Duties

- Typical:
 1. Receives reviews, analyzes and processes business, financial and payroll/personnel related transactions into a variety of the University software systems. Transactions include a combination of accounting (posting and reconciling), budget development and monitoring, purchasing, travel, records management and project scheduling.
 2. Compiles and analyzes financial information to post entries to accounts in automated finance system; allocates expenditures, encumbrances, receipts, receivables, etc., based on reports and schedules; reviews and processes requisitions; confers with department for clarifications and specifications, and preferred supplies; confers with vendors to obtain product or service information such as price, availability, and delivery schedule.
 3. Ensures timely and accurate processing of all personnel actions in automated HR system to include, but not limited to, creating and submitting documents/ requests via respective institutional systems, in accordance with established University and Human Resource Services policies and procedures.
 4. Identifies and resolves issues, concerns, discrepancies, problems, and inconsistencies, determining appropriate corrective procedures Elevate issues to the supervisor as appropriate.
 5. Maintains a high degree of confidentiality and ensures safety of all confidential and sensitive information this position is privy to.

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| <ol style="list-style-type: none"> 6. Acts as liaison between departments and internal or external customers; interacts with clients by telephone, electronically or face to face to identify and support their transactional needs/requirements; proactively engages customers through reporting and personal responses; obtains. 7. Researches and evaluates all relevant information to handle inquiries and complaints; responds promptly to customer inquiries/requests; addresses customer complaints; elevates unresolved issues to the appropriate resources. 8. Effectively manages client expectations and provides consistent client updates; keeps records of client interactions, transactions, and actions taken; communicates and coordinates with internal departments as needed to resolve client issues. 9. Other duties as assigned. <ul style="list-style-type: none"> • <u>Periodic</u> |
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Education

| Required | Preferred |
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| Associate’s degree from an accredited institution. | Bachelor’s degree from an accredited institution. |
| Experience can substitute on a one for one basis. | |

Other Requirements

| Required | Preferred |
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| Excellent oral and written communication skills. | N/A |
| Excellent organizational skills | |
| Criminal Background Check (CBC) | |

Experience

| Required | Preferred |
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| Two years related experience in one or more of the following areas: Purchasing, Travel, Financial Reporting or Human Resources. | N/A |

Equipment

| Required | Preferred |
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| Knowledge of personal computers. Microsoft Word, Excel, and financial software and/or systems. | Experience with an electronic application recruiting system. |
| | Experience with PeopleSoft and PeopleSoft eForms |
| | Experience with Banner or equivalent student system. |

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| | Experience with Rowdy Exchange |
| | Experience with Hyperion |

Working Conditions

| Usual | Special |
|------------------------------|--------------------------------------|
| Standard office environment. | Occasional overtime may be required. |

Supervision

| Received | Given |
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| Supervision from immediate supervisor. | N/A |

Accuracy

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| Proficiency in all phases of the duties performed. |
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Security Sensitive

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| Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code. |
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Internal Control

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| Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with. |
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