

The University of Texas at San Antonio

Job Description

Job Title: Business Service Center Specialist II
Code: TBD 19702
Salary Grade: 59
FLSA Status: 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 complex financial and business transaction processes in support of the Business Service Center.

Duties

- Typical
 1. Receives, reviews, analyzes and processes complex 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. Prepares, analyzes and creates statistical, financial and related ad hoc reports.
 3. Examine budgets for accuracy and compliance with procedures and regulations. Compiles and analyzes financial information to post entries to accounts in automated finance system; allocates expenditures, encumbrances, receipts, and receivables 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.
 4. Coordinates recruitment and hiring efforts for exempt and non-exempt personnel; creates employment requisitions for posting; reviews applications and related documentation
 5. 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. Provides informational assistance to prospective and current employees regarding the university; collaborates closely with Human Resource Services regarding employee relations and compensation matters.

6. Identifies and resolves issues, concerns, discrepancies, problems, and inconsistencies, determining appropriate corrective procedures.
7. Maintains a high degree of confidentiality and ensures safety of all confidential and sensitive information privy to this position.
8. Acts as liaison between departments and internal or external customers and interacts with clients by telephone, electronically or face to face to identify and support their transactional needs/requirements.
9. Proactively engages customers through reporting and personal responses; researches and evaluates all relevant information to handle inquiries and complaints; promptly responds and resolves customer inquiries and/or complaints.
10. 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.
11. Other duties as assigned.

- Periodic:

Education

Required	Preferred
Bachelor’s degree from an accredited institution.	Bachelor’s Degree in Business or related field from an accredited university.
Experience can substitute for the degree on a one for one basis.	

Other Requirements

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

Experience

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

Equipment

Required	Preferred
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.
	Experience with Rowdy Exchange
	Experience with Hyperion

Working Conditions

Usual	Special
Standard office environment.	May be required to work additional hours during peak periods.

Supervision

Received	Given
General supervision from immediate supervisor.	May oversee/direct work of support staff and/or Level I staff.

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

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.

Internal Control

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.