



UW SYSTEM ADMINISTRATION | OFFICE OF TRAVEL MANAGEMENT SERVICES | MADISON, WI

JOB ANNOUNCEMENT

ASSISTANT DIRECTOR OF TRAVEL MANAGEMENT SERVICES

The [University of Wisconsin System](https://www.wisconsin.edu/about-the-uw-system/) is one of the largest systems of public higher education in the country and employs more than 39,000 faculty and staff statewide. The UW System's combined enrollment headcount is approximately 170,000, and the System confers more than 36,000 degrees each year. Learn more about the UW System at <https://www.wisconsin.edu/about-the-uw-system/>.

The Office of Financial Administration has the primary responsibility for the fiscal integrity of the University of Wisconsin System. It is expected to provide a financial environment that is secure, encourages the accomplishment of academic missions, provides timely and accurate information, and assists all levels of management in making prudent financial decisions. The Travel Department is responsible for administering the Travel Policies (communicating changes and providing training to staff) and maintaining preferred travel vendor relationships to meet the needs of the University of Wisconsin System.

POSITION SUMMARY: The Assistant Director of Travel Management Services is responsible for assisting in the continued development of the UW System's managed travel program. The position is responsible for working with UW institutions to assist in addressing traveler questions (both before and during travel) along with interpreting and communicating UW System travel policies and procedures. This role may work with UW institutions to roll out new processes and procedures and help train new employees on the travel program. This position also will work closely with our preferred Travel Management Companies, airlines, hotels, and car rental suppliers, in resolving all open projects and issues. This Assistant Director will also help manage the day-to-day function of Concur self-booking tool and assist users as requested; as well as help maintain our intranet site with any changes to the travel program and assist with communications to internal staff regarding changes to the University of Wisconsin System travel program. This position will work closely with the Director of Travel Management Services with project implementations and reviewing and analyzing travel data, as well as other duties assigned.

MAJOR RESPONSIBILITIES:

- Maintain relationships with UW institutions
 - Assist UW institutions and travelers with research and identification of travel service issues. Make independent judgements to resolve service issues with travel agencies, airlines, and other travel service suppliers
 - Answer questions from UW Institutions regarding the contracted booking tool(s) for airfare, lodging and/or vehicles and standard business procedures
 - Identify areas in which process enhancements may be realized or in which additional training or training materials for UW end users may be beneficial
 - Maintain relationships with and provide a high level of customer service to UW institutions
 - Maintain working knowledge of travel industry practices, programs, and operation and of vendor loyalty programs
- Interpret travel-related policies and manage contracts with vendors that provide travel-related services
 - Serve as a resource in responding to questions from the UW institutions regarding the interpretation of UW System travel policies
 - Monitor and analyze travel data and reports from travel vendors to evaluate contract performance, compliance and effectiveness
 - Mediate the resolution of travel-related problems and implement changes to prevent recurrence of such problems
 - Promote the distribution of travel-related information through documents, forms, newsletters and other methods of communication including a travel website
 - Develop, implement, and maintain travel-related documents including forms, newsletters, and promotional materials and maintain other methods of communication including distribution lists and a travel website
- Perform other administrative and travel-related projects assigned by the Director of Travel Management Services
 - Work with the Director of Travel Management Services on travel related project implementations
 - Assist with program documentation, such as status reports and decision documents
 - Assist Regional Travel Manager's as needed, including traveling to campuses and acting as a temporary travel manager as needed
 - Manage Concur including notification of downtime to user's, the registration of new users and deactivate old accounts
 - Maintain content on UWSA's travel intranet pages and Concur portal
 - Coordinate annual travel manager's meeting and other meetings

MINIMUM QUALIFICATIONS: To be considered for this position, applicants must have:

- Bachelor's degree or four years of relevant experience
- Ability to develop and maintain excellent customer relations
- Ability to research and resolve service issues with travel agencies, airlines, and other travel service suppliers
- Ability to multi-task and work under aggressive timelines
- Ability to work independently
- Ability to travel occasionally including overnight stays (up to 15%)

PREFERRED QUALIFICATIONS: Well-qualified applicants will also have a substantial amount of experience in the following:

- Intermediate Microsoft Excel skills
- Knowledge of travel industry
- Knowledge of State and UW travel policies and procedures
- Working knowledge of Concur, traditional travel agency services, and global distribution system

CONDITIONS OF EMPLOYMENT: The Assistant Director of Travel Management Services (Official Title: Administrative Program Manager III, P14NL) is a full-time, salaried (exempt) academic staff position. The successful candidates can expect to make between \$60,000-\$86,000 on an annual basis commensurate with qualifications and experience. UW System employees receive an excellent benefit package. To learn more about the UWSA comprehensive benefit package, please access [ALEX](#), the UW System's on-line virtual benefits counselor. In addition to ALEX, you can read our benefit summary guide: [Summary - Faculty, Academic Staff & Limited Appointees](#). Furthermore, the [UW System Total Compensation Estimator](#) is a tool designed to provide you with total compensation information.

WORK LOCATION: 780 Regent Street, Madison, WI.

SPECIAL NOTE:

Employment will require a criminal background check. It will also require you and your references to answer questions regarding sexual violence and sexual harassment.

"The University of Wisconsin System is engaged in a Title and Total Compensation (TTC) project to redesign job titles and compensation structures. As a result of the TTC project, official job titles on current job postings may change in Spring 2020. Job duties and responsibilities will remain the same. For more information please visit: wisconsin.edu/ohrwd/title-and-total-compensation-study/."

APPLICATION INSTRUCTIONS: To ensure full consideration, please submit application materials as soon as possible. Applicant screening will begin immediately and be ongoing through WEDNESDAY, NOVEMBER 20, 2019. Applications may be accepted until the position fills.

1. Go to the UWSA Applicant Portal to submit your materials online. The web address is: <https://www.wisconsin.edu/ohrwd/uwsa/careers/current-jobs/apply/>
2. Select the appropriate applicant portal, either [External Applicants](#) or [Internal Applicants](#).
3. Locate the position you want to apply for and click on the position.
4. Follow the onscreen instructions and be sure to include your salary expectations when asked in our applicant tracking system. In addition, please be sure to upload **ALL THREE** of the required documents: resume, cover letter, and references **as PDF files**. Failing to include any of these documents may disqualify your application. Uploading your documents as PDFs is also critical to maintain the formatting of your documents.
 - a. **Your cover letter MUST specifically address how your education and experience relate to the position and qualifications. Be sure to emphasize the areas outlined under "Minimum Qualifications."**
 - b. Your reference page should include the names, addresses, e-mail addresses, and phone numbers for three professional references **with at least one being from a current or previous supervisor**.
5. Include a statement of whether you wish to have your application held in confidence or made available to the public upon request. Please note that in the absence of any statement regarding confidentiality, we will assume you do not wish to have your application held in confidence. The UW System will not reveal the identities of applicants who request confidentiality in writing, except that the identity of the successful candidate will be released. See Wis. Stat. sec. 19.36(7).
6. Submit your application.

Questions may be addressed to: Wanda Manning, HR Generalist, UW System Human Resources, at wmanning@uwsa.edu.

The University of Wisconsin System Administration is an affirmative action/equal opportunity employer and actively seeks and encourages applications from women, minorities, and person with disabilities.