

Position:	Travel Analyst	FLSA:	Non-exempt
Department/Site:	Business Services	Salary Grade:	19
Reports to/Evaluated by:	Assistant Superintendent, Business Services	Salary Schedule:	Classified

SUMMARY

Under general supervision arranges all aspects of travel for individuals and groups of staff, students, and others engaged in District business and events. Develops communications explaining district-wide travel services. Reconciles and processes travel charges to funding sources and for reimbursement. Work is performed with some independence and use of some independent judgment. Position is reviewed through observation of the work in progress and results obtained.

DISTINGUISHING CAREER FEATURES

The Travel Analyst is a technical-clerical position that provides service in a centralized function that stabilizes and coordinates travel done by employees and students on the district’s behalf. Advancement to this position would typically come from secretarial, clerical, and other travel/hospitality functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives travel, student trip, and conference requests, makes travel arrangements for all district-related travel including but not limited to airline, hotel, and ground transportation reservations.
- Resolves travel-related problems with travelers while away or enroute. Assesses problems and makes or modifies arrangements to accommodate the traveler(s).
- Prepares communications to district sites and explains to individuals, the travel policies and procedures used by the District.
- Provides travel-related information to district employees on request and in a timely manner. Conducts internet-based research of travel-related services. Locates fare, schedule, and other information.
- Provides necessary travel documentation to district employees (airline tickets, hotel confirmations, e-ticket receipts, itineraries, etc.) as requested. Organizes travel packets to facilitate access and use of documents.
- Researches and maintains up-to-date knowledge of travel promotions, special fares and tariffs, and passenger requirements. Conveys information to employees who travel frequently on the district’s behalf.
- Receives, reconciles and processes accounting details for District-sponsored credit cards, assuring proper assignment to cost center including those for student body activity.
- Assists with the audit of employee conference reports and personal expense statements.

- Assists in preparing district reports for accounting that identify actual travel spending by category and department.
- Performs other related duties and responsibilities as required.

QUALIFICATIONS

Knowledge and Skills: The position requires a working knowledge of travel/transportation ticketing procedures, policies and rules, and industry promotional strategies. Requires working knowledge of and skill at using computer-aided travel reservation systems. Requires a working knowledge of both domestic and international geography, and visa and passport requirements for international travel. Requires a working knowledge of Windows, Microsoft Word and Excel. Requires a working knowledge of modern office processes, methods, and procedures. Requires sufficient organizational and planning skills, ability to handle multiple, competing priorities. Requires knowledge of and skill at proper American English language usage, grammar, vocabulary, spelling and punctuation sufficient to prepare reports and professional correspondence. Requires sufficient math skill to perform basic business mathematics calculations. Requires sufficient human relation skill to convey procedural information to others, exercise patience when dealing with others, and exhibit professional telephone etiquette.

Abilities: Requires the ability to carry out the essential functions of the position. Requires the ability to conduct research via the internet and specialized hospitality and travel industry systems. Requires the ability to work cooperatively with District employees and co-workers in written, oral, and electronic (e-mail) forms. Requires the ability arrange and coordinate individual and group travel containing a variety of travel details and needs. Requires the ability to negotiate and acquire group and other discount rates. Requires the ability to reconcile financial information.

Physical Abilities: Ability to create and accurately file documents and files in alphanumeric order. Ability to maintain accurate financial/numeric records, monitor budget documents including income and expenditures, and purchase orders and contracts. Type/keyboard accurately and/or utilize mouse and/or otherwise operate a microcomputer and peripheral equipment to utilize common software packages and applications for word processing, spreadsheets, and database management, and to access District network records databases and utilities for sending and receiving electronic (“e”) mail. Operate general office equipment, including electronic typewriters, photocopiers, calculators, and telephone equipment.

Working Conditions: Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

Education and Experience: High school diploma or equivalent required; plus five (5) years of experience in the travel/hospitality industry making reservations for group and individual travel.

Licenses and Certificates: May require a valid driver’s license.