



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	University Travel Coordinator
Department:	Office of Budgeting, Treasury, Financial Planning & Risk Management
Reports To:	AVP of Budgeting & Risk Management

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

The University Travel Coordinator will oversee the travel logistics for faculty, staff, and students attending university-related events, conferences, and academic functions. This includes booking transportation, accommodations, arranging itineraries, and ensuring compliance with university travel policies. The role also supports budget management, vendor coordination, and providing exceptional service to travelers while ensuring that all university travel is cost-effective and compliant with university guidelines.

Examples of Duties and Responsibilities:

- **Travel Planning and Booking:**
 - Assist end users with travel itineraries, booking flights, accommodations, hotels and ground transportation for university-related travel.
 - Advise travelers on the best available travel options and provide cost-effective, timely solutions.
 - Handle travel arrangements for individuals and groups attending conferences, academic events, or professional development opportunities.
- **Policy and Compliance Oversight:**
 - Ensure that all travel arrangements are in line with university travel policies, guidelines, and procedures.
 - Stay up to date on changes to travel policies, financial regulations, and any legal requirements, ensuring travelers adhere to them.
 - Process and review travel authorization forms, ensuring all necessary approvals are obtained before travel.
- **Customer Service and Communication:**
 - Serve as the main point of contact for all travel-related inquiries, offering prompt and helpful assistance to faculty, staff, and students.
 - Assist travelers with itinerary changes, cancellations, and special requests (e.g., accessible accommodations, dietary needs, etc.).
 - Coordinate communication between travelers and external vendors such as airlines, hotels, car rental agencies, and travel management companies.
- **Expense Management and Reconciliation:**
 - Manage and track travel budgets for various departments, ensuring cost-effective travel while maintaining quality.
 - Review and process travel reimbursements, ensuring that all expenses are properly documented and comply with university policies.
 - Monitor travel spending and generate reports to assist in tracking overall expenses.
- **Vendor and Supplier Relations:**
 - Develop and maintain relationships with travel vendors, negotiating rates and securing

- discounts where possible.
- Keep track of vendor performance and resolve any issues related to booking, payments, or service quality.
- Ensure that the university's preferred travel vendors are used whenever possible to maximize cost savings.
- **Documentation and Reporting:**
 - Keep detailed records of all travel bookings, arrangements, and financial transactions.
 - Generate reports on travel expenses and compliance for senior management and financial officers.
 - Assist in the preparation of reports for audits, ensuring proper documentation of all travel-related activities.
- **Additional Responsibilities:**
 - Assist in organizing and coordinating university-sponsored events, conferences, and meetings that require travel logistics.
 - Provide occasional on-site support for larger university events or travel arrangements requiring in-person management.
 - Perform other duties as assigned by the supervisor.

Knowledge, Skills and Abilities:

- **Skills:**
 - Strong organizational and time management abilities, with an attention to detail.
 - Exceptional communication and interpersonal skills, both written and verbal.
 - Ability to handle multiple tasks and deadlines with minimal supervision.
 - Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and familiarity with travel booking systems.
 - Ability to manage budgets, review expenses, and ensure financial compliance.
- **Certifications:**
 - Certified Travel Associate (CTA) or similar certification is a plus.

Minimum Hiring Standards:

Education	A bachelor's degree in Business Administration, Hospitality Management, Event Planning, or a related field is preferred.
Years of Experience	At least 2 years of experience in travel coordination or administrative support, preferably within an educational or institutional setting. Familiarity with travel booking systems and software is highly preferred.
Years of Management/Supervisor Experience	N/A

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