



## POSITION DESCRIPTION

Department:	Strategic Business Services
Classification Title:	Administrative Support Coordinator II
Working Title:	Credit Card Program Coordinator
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

### Position Summary

Strategic Business Services (SBS) provides leadership in the areas of contracting, purchasing, enterprise risk management and real estate. SBS is situated to deliver strategic support for Cal Poly's growing suite of entrepreneurial initiatives including public-private partnerships, off-campus real estate dealings, on-campus commercial and research activity as well as various collaborative/strategic purchasing efforts with public and private partners. Strategic Business Services (SBS) is responsible for managing approximately \$200 million in annual University purchasing and contracting. SBS consists of Procurement Services, Payment Services, Risk Management, Distribution Services, Poly Travel office, Surplus and Real Estate Services.

Under the general supervision of the Director of Procure to Pay (P2P), the Credit Card Program Analyst will oversee the University credit card program, which includes but is not limited to administering University credit cards, supporting campus to facilitate accurate reconciliation of the payment cards, ensuring policies and procedures are upheld and analyze credit card data to help control spend and mitigate risk. This position will deliver a high level of customer service to the credit card program.

### Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

#### Essential Job Functions

Daily

90%

1. Audit employee purchasing credit card reconciliations by inspecting monthly transaction receipts and tracking violations. Follow up on any missing information.
2. Process new credit card applications and issue new employee credit cards.
3. Maintain credit cards including processing limit increase and decrease requests and suspending cards as needed.
4. Maintain card holder profiles.
5. Provide support and assistance to campus card holders.
6. Advise management on recurring issues and concerns relating to the University payment card program and suggest policy updates and training to address issues and concerns.
7. Assists with developing training material and monitors training activities.
8. Maintains content on website to support program.
9. Manage student assistants supporting credit card program.
10. Perform analysis on ProCard use and make recommendations to P2P team.
11. Identify missing monthly statement by comparing monthly transactions against submitted statements.
12. Stay current on the latest credit card products and program trends so can evaluate against the University's needs.

<b>Related Job Functions</b>	<b>As Needed</b>	<b>10%</b>
<ol style="list-style-type: none"> <li>1. Perform other job-related duties and special projects as assigned.</li> <li>2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</li> </ol>		

## **Required Education, Experience, and Credentials**

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### Education and Experience:

- High School Diploma or equivalent. Type 45 wpm. Five years of general office support, or technical experience. Training at a vocational school or full-time college education may be substituted for two years of the required experience based on one year of college education for 6 months of experience.

### Licenses, Certificates, Credentials:

- Certified Purchasing Card Professional (CPCP) certification (preferred)

## **Required Skills, Knowledge, and Abilities**

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1. Ability to learn credit card payment strategies, research credit card trends and benchmark programs.
2. Ability to anticipate problems and address them proactively, serving as the initial contact for campus customers.
3. Ability to administer corporate credit card programs.
4. Demonstrate client service experience requiring a high level of diplomacy and professionalism.
5. Ability to support data analysis that will be used to make recommendations and assist in crafting strategies.
6. Excellent organizational and time-management skills with the ability to maintain a high degree of accuracy, setting own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
7. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
8. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling, and punctuation.
9. Ability to interpret, communicate, and apply policies and procedures.
10. Demonstrated ability to maintain a high degree of confidentiality.
11. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet, as well as online calendaring and email.
12. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

## **Preferred Skills and Experience**

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1. Demonstrated skills in an environment utilizing a client-oriented and customer service-centered attitude.
2. Experience in credit card programs, customer service, accounting, procurement, and/or payables.

## **Special Conditions**

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- Must be willing to travel and attend training programs off-site for occasional professional development.

- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME	SIGNATURE	DATE
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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**DEAN/DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

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DEAN/DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: ASC II
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 1032 / 2
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R07
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: SJ
Recruitment Number: _____		Date: 09/26/24