Procurement and Expense Specialist

Working Title: Procurement and Expense Specialist
Job Family: Finance
Proposed Classification Title: Clerk III
Proposed Pay Grade: 508
Job Category: Merit

Minimum Qualifications:
Any combination of related clerical office experience, related undergraduate education, and/or post high school clerical training that is the equivalent to two years of full-time employment.

Summary – Procurement and Expense Specialist:
The Procurement and Expense Specialist facilitates value-added procurement support for assigned areas. This position will use knowledge and skills to provide exceptional customer service to an area for procurement and expense needs.

The primary duties of this position include determining the best method for procuring and paying for supplies, services, and equipment; coordinating equipment and supply purchases through suppliers, Central Stores or Chemistry Stores, and cyBUY. For non-purchase order procurements, they will assist with procuring goods and services for an area in compliance with university policies and procedures. They will also prepare spend authorizations (i.e. cash advances for travel) as well as travel and expense reimbursements.

They play a critical role in the reconciliation of purchasing cards (“pcards”) and also in ensuring that suppliers are paid promptly by assisting central offices in following up on receipts of goods or services.

Duties Statements:

Customer Service:
• Provides exceptional procurement/expense support and customer service to faculty and staff, department chairs, fiscal officers, deans, vice presidents, etc.
• Supports other Procurement and Expense Specialists as needed, by responding to questions and guiding in institutional policy interpretation and application.
• Reviews, interprets, implements, and makes recommendations for improvements to processes and procedures to improve efficiency.
• Resolves discrepancies or issues by collaborating with customers, by reviewing policies, or by initiating discussions with central procurement/expense departments.
• Responds to customer and supplier needs in a timely manner by developing and maintaining consistent, open, honest, and direct communications.
• Interprets university policies and procedures, and provides related advice and assistance.
• Ensures fair and equal treatment of all parties involved in the procurement process.
• Answers questions, researches and resolves basic financial issues.
• Builds positive relationships with Service Team(s) and customers.
Procurement and Expense Specialist

- Seeks to develop an understanding of the area being served in order to provide excellent customer service.

Collaboration:
- Collaborates with other Finance Services Team (FST) members, and customers including, staff, researchers, and department/college staff, to provide optimal customer service and ensure procurement processes adhere to institutional financial compliance and reporting requirements.
- Works with customers to review accuracy of Worktags for all procurement and travel transactions.
- Answers questions and resolves procurement issues regarding financial information through collaboration and by researching information; collaborates closely with customers on financial aspects of all purchases.
- Works in close collaboration with the Grant Finance Specialists to serve the needs of the grant coordinators.
- Assesses transactions against knowledge and experience and determines when to escalate complex or unusual situations to other FST members or appropriate central offices.
- Works closely with other Specialists to resolve issues and develop solutions.
- Works closely with area business officers to determine appropriate Worktags for various transactions.
- Works with the Grant Finance Specialist to assign the appropriate accounting Worktags.

Procurement:
- Maintains current knowledge of appropriate procurement mechanisms for ISU, including contracts, and develops a broad understanding of the procurement needs of the areas served.
- Determines best method for procuring and paying for supplies, services, and equipment. Knowledgeable about terms and tax information.
- Collects necessary documentation for purchasing requirements.
- Acts as primary contact, provides assistance to coordinate equipment, and supplies purchases through Central Stores, Chemistry Stores, suppliers, and cyBUY.
- Researches and responds to questions that arise and provides information and advice to customers on procurement of goods and services.
- Prepares solicitations and works with Central Procurement Services when new/renewed contracts are needed or when requisition exceeds certain thresholds.
- Initiates requisitions to Central Stores, Chemistry Stores, and cyBUY as well as non-catalog ("special requisitions") requisitions.
- Reviews requisitions prepared by faculty or staff to ensure completeness and accuracy prior to fiscal approvals in the area.
- Initiates requests for new suppliers and gathers appropriate documentation.
- Maintains communication with requester on order status and delivery timelines.
- Resolves supplier invoice discrepancies.
- Escalates complicated discrepancies to Central Procurement Services as needed.
Procurement and Expense Specialist

Procurement Card (P-Card):
- Responsible for procurement card (pcard) administrative support, which includes providing support services to customers for their pcard usage and to help with buying supplies for the customer.
- Reviews pcard purchases, assign appropriate accounting Worktags, and coordinate general purchasing.
- Monitor pcard transactions for potential issues and communicates with the customers involved (cardholder, department and procurement leadership) to advise them of the apparent issues, corrective action, and/or policies/proper procedures.
- Verifies pcard purchases and maintain pcard expenditure documentation as necessary.
- Process pcard and credit card transactions and reimbursements.
- Reconciles monthly account statements.
- Communicates with cardholders to advise if a charge is deemed personal and subject to billing through University Receivables.

Deliveries/Returns/Invoices:
- Works with area personnel to verify that goods have been received and completes the appropriate business process in Workday.
- Works with suppliers and/or central offices to return items, as needed.
- Monitors credit memos for returns.
- Contacts suppliers to resolve invoice concerns when needed.

Expenses:
- Travel:
  - Provides assistance to area faculty and staff by making travel arrangements, if needed, as well as initiating cash advances (Workday spend authorizations), if necessary.
  - Manages the reconciliation of travel advances upon the traveler’s return.
  - Reviews expense reports prepared by faculty and staff or prepares on their behalf.
  - Ensures compliance with university travel policies and procedures including reconciliation of a traveler’s travel card.
  - Assists with group travel needs.
  - Correct Worktags will be verified as well as appropriate documentation prior to area fiscal approval.
  - Assists customers with travel cards, including applications, reconciling travel card transactions, and following up on unreconciled travel cards.
  - Communicates with cardholders to advise if a charge is deemed personal and subject to billing through University Receivables.
  - Understands unique requirements of area served, as pertains to travel and expense guidelines.
  - Provides instructions to individuals traveling abroad regarding country specific travel warnings, ISU travel insurance sign-up, information needed for securing computers and changes for cell phones.

Reimbursements or Ad-Hoc Payments:
- Replenishment of petty cash funds.
- Reimbursement of other expenses other than travel.
Procurement and Expense Specialist

• Assists with unusual, non-standard payment types such as research participant stipends and other employee reimbursements.

Reporting/Analysis:
• Runs reports and identifies trends as necessary for compliance, regulation, and as requested by customers. These reports will be run at regular intervals, upon request, and as needed. Examples of reports include, but are not limited to: reconciliation, travel, purchasing (procurement), and month-end reports.

Preferred Qualifications:
• Deep knowledge of procurement procedures and policy and an understanding of Workday Worktags.
• Possess the ability to effectively communicate professionally, positively, and effectively with a variety of individuals.
• Demonstrated ability to be flexible in working with other team members and customers.
• Demonstrated ability to work in a collaborative team environment.
• Proven ability to effectively interpret and communicate finance related polices and guidance.
• Strong communication skills, with an ability to function and succeed in a dynamic, team centered environment.

Expected Competencies:
• Collaboration – works effectively and constructively with others; shares time, energy and knowledge with others to ensure they can succeed.
• Growth Mindset – committed to continuous learning and professional development.
• Relationship Building – maintains and fosters relationships within, across, and external to organizational boundaries.
• Inclusion – demonstrates awareness and respect of cultural and individual values; appreciates and leverages the strengths of others to accomplish goals.
• Problem Solving – applies critical-thinking skills to solve problems by generating, evaluating, and implementing positive solutions.
• Organization Knowledge – understands the vision, mission, and values of an organization in order to achieve success.
• Effective Communicator – provides regular, consistent, and meaningful information; listening carefully to others and ensures messages are understood.