

STATE TRAVEL MANAGER**Nature of Work**

Under administrative direction, serves as the statewide travel manager for state business travelers in planning, organizing and coordinating all aspects of the travel management program for the Travel Management Office. Responsible for administering the car, airline, hotel, travel agency and credit card contracts. Assigns and reviews the work of subordinate employees. The work requires the use of specific acquired knowledge and analytical techniques. Broad discretion with wide latitude of independent judgement and action and strict accountability for results are assigned to this position. Performs related work as required.

Examples of Work

- Administers all aspects of the state travel management program.
- Performs quality assurance checks and audits all contracts and processes.
- Develops and revises rules, regulations and procedures for the state travel program.
- Develops new procedures to facilitate more efficient and economical travel management programs.
- Assigns and reviews the work of subordinate employees.
- Maintains records and prepares reports related to the operation and effects of travel management programs; such as business travel patterns, business travel expenses and pricing structure of travel related vendors.
- Reviews and acts upon requests for authority, services, payment or reimbursement by state spending agencies, employees, and/or vendors.
- Responds to inquiries via telephone, correspondence, or personal contact advising state business travelers, state agencies and vendors of practices, procedures, and regulations.
- Conducts training and informational seminars regarding the travel management programs.

Knowledge, Skills and Abilities

- Knowledge of the state of West Virginia Travel Regulations issued in accordance with the West Virginia Code.
- Knowledge of state government fiscal operations as related to incurring travel related expenses, submission for reimbursement, auditing and issuance of the reimbursement.
- Ability to manage the activities involved in the travel management program.

STATE TRAVEL MANAGER (CONT'D)

Knowledge, Skills and Abilities (Cont'd)

- Ability to develop and apply procedures and guidelines for the travel management program.
- Ability to evaluate the program performance.
- Ability to assign and direct the work of professional, technical and clerical employees.
- Ability to maintain records and to prepare reports.
- Ability to communicate ideas effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with state officials, public employees, representatives of the travel industries and the public.

Minimum Qualifications

- Training:** Bachelor's degree from an accredited four-year college or university.
- Substitution:** Experience as described below may be substituted for the required training on a year-for-year basis.
- Experience:** Four years of full-time or equivalent part-time paid experience in corporate or government travel management, travel industry sales or management, or travel agency management.
- Substitution:** Graduate study in an area appropriate to assignment may be substituted on a year-for-year basis for up to two (2) years of the required experience.

Established: 4/15/04
Effective: 6/1/04