AUBURN
Human Resources

Admin Support Spec- International Travel, Insurance

JOB INFORMATION

Job Code	CA61
Job Description Title	Admin Support Spec- International Travel, Insurance
Pay Grade	AS08
Range Minimum	$39,920
33rd %	$46,580
Range Midpoint	$49,900
67th %	$53,230
Range Maximum	$59,880
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Administrative Support

JOB SUMMARY

Reporting to the Assistant Director of Auburn Aboard, the Administrative Support Specialist for International Travel Insurance provides customer service and assists with enrolling and processing Requests to Travel Outside of the 50 United States (RAT50) and Auburn University Travel Insurance for both Auburn University (AU) and Auburn University at Montgomery (AUM) faculty, staff, graduate students, and their dependents.

RESPONSIBILITIES

- Assists faculty, staff, graduate students, and dependents with the completion of RAT50s. Maintains database with accurate information and works with the Director and IT on any changes to forms. Processes dependent payments on Marketplace.
- Performs administrative duties that include assisting with enrolling completed RAT50 travelers in AU International Insurance, pay vendors, charge departments, and reconcile Pcard purchases.
- Reviews RATS50s for graduate students going to US Dept of State Travel Alert level 3 and 4 countries regularly and works with the Director to alert them to requirements of AU Travel Warning Policy.
- Collaborates with other Auburn Aboard Coordinators to enroll Auburn Aboard students in AU International Travel Emergency Insurance Identifies and corrects any enrollment issues.
- Assists in Managing International Travel Crises training which includes updating insurance sections and presenting insurance and compliance sections.
- Markets and schedules events to promote RAT50 and AU International Travel Insurance services across campus.
- Ensures the RAT50 website and marketing materials are updated as needed.
- Assists with handling and reporting data or operational issues that may occur for RAT50 and travel insurance.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum

requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED		and	4 years of	Experience in travel insurance and university administrative software systems.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	
Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of customer service policies and procedures.	
Ability to learn and utilize Banner and similar enterprise-wide operations software.	
Ability to organize presentations and present.	
Ability to complete complex tasks with minimal supervision.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly