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## Auburn University Job Description

Job Title: **Admin Support Spec-Intl Travel, Insurance**      Grade AS08 \$36,200 - \$54,300  
Job Code: **CA61**  
FLSA status: Non-exempt  
Job Family: Admin & Operational Support  
Function: Global Initiatives

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### 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.

### Essential Functions

1. 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.
2. Performs administrative duties that includes assisting with enrolling completed RAT50 travelers in AU International Insurance, pay vendors, charge departments, and reconcile Pcard purchases.
3. Reviews RAT50s 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.
4. Collaborates with other Auburn Aboard Coordinators to enroll Auburn Aboard students in AU International Travel Emergency Insurance Identifies and corrects any enrollment issues.
5. Assists in Managing International Travel Crises training which includes updating insurance sections and presenting insurance and compliance sections.
6. Markets and schedules events to promote RAT50 and AU International Travel Insurance services across campus.
7. Ensures the RAT50 website and marketing materials are updated as needed.
8. Assists with handling and reporting data or operational issues that may occur for RAT50 and travel insurance.
9. Performs other duties as assigned.

### Supervisory Responsibility

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

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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## Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	High School	High School Diploma or Equivalent
<b>Experience (yrs.)</b>	4	Experience in travel insurance and university administrative software systems.

### Substitutions 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:

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 Required Knowledge

- 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.

### Certification or Licensure Requirements

None Required.

### Pre-Employment Screening Requirements

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## Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires and lifting up to 25 pounds.

Ability to see information in print and/or electronically.

Date: 10/30/2023

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