

Job Level	Assistant Operations Manager – Travel Unit Manager	Technical/Support Level III
Oversight Received	<ul style="list-style-type: none"> * The Assistant Operations Manager/Travel Unit Manager position exists to provide assistance and back up to the manager of business operations in the areas of personnel management, business operations management and provides management and oversight to the department's travel and purchasing unit. * This position plays a central role in the day-to-day operations of the department office and will be expected to use diplomacy, along with exceptional communication skills, to handle complaints and emergencies in a level-headed manner. * This position will report to the Manager of Business Operations. 	<ul style="list-style-type: none"> • Acts independently working under limited supervision.
Problem Solving	<ul style="list-style-type: none"> * This position will make independent decisions, within the university system, with regards to department office management, supervision of the state classified staff, and travel and purchasing tasks. * For department events, this position will be responsible for making decisions to ensure that the event stays within budget and that all areas of the event are covered * This position will manage and oversee the travel and purchasing responsibilities for the department. This includes the supervision of two other employees within the unit. 	<ul style="list-style-type: none"> • Encounters problems which are varied and non-routine. • Uses knowledge of standardized rules, procedures, and operations to resolve • Resolves complex issues escalated from junior team members
Interaction/ Communication	<ul style="list-style-type: none"> * Train and supervise Administrative II and Administrative III Travel/Purchasing coordinators. When necessary, review and implement changes to department purchasing rules and procedures * This position supervises 1 - Admin Assistant III – Travel/Purchasing Unit and 3 Admin Assist IIs 	<ul style="list-style-type: none"> • May be required to interpret and explain information to an audience.
University Impact	<ul style="list-style-type: none"> * This position will manage the workflow of the department office including scheduling of staggered lunch times and ensuring there is always phone and office coverage during the core business hours. 	<ul style="list-style-type: none"> • May act as a team lead, or have supervisory responsibilities over others • May be accountable for on-time delivery of own work or that of others on the team.
Typical Education	<ul style="list-style-type: none"> * A bachelor's degree. * A minimum of two years of professional work experience that includes the following: 	<ul style="list-style-type: none"> • In-depth experience in a technical field • May require vocational qualification or certification • Maybe working towards professional certification or degree.