

# The University of Texas at San Antonio

## *Job Description*

---

Job Title: Business Service Center Manager  
Code: 19703  
Salary Grade: 62  
FLSA Status: Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific departmental policies

---

## *Summary*

- **Function:** Under minimal supervision and with extensive latitude for the use of initiative and independent judgment, directs and oversees the Business Service Center day-to-day operations.
- **Scope:** The Business Service Center is responsible for processing all business transactions and providing various financial, analytical and business process transactional services to faculty and staff within area of assigned responsibility. Plans, assigns, and supervises the work of others

## *Duties*

- **Typical:**
  1. Manages the day-to-day operations of the Business Center. Oversees the completion, accuracy and timeliness of a variety of complex, business transactions to include a combination of accounting (posting/reconciling), budget development and monitoring, personnel and payroll transactions, purchasing, records management and other related area
  2. Supervises the Business Center Specialists and student assistants and provides training regarding various business transactions such as: accounting, purchasing and procurement, travel, and reconciliation of accounts. Establishes clear expectations from Business Center staff and prepares annual staff performance evaluations to identify strengths and improvement opportunities.
  3. Establishes system of controls for business process management systems and develops procedures to improve existing systems; establishes business process management methods for capturing, defining, analyzing, and streamlining business processes for better delivery of administrative services, data flows, approvals, feedback loops, internal controls, and process execution.
  4. Ensures documentation and accuracy of business processes, controls that are effective, efficient and protect data integrity. Coordinates with appropriate functional leads to implement processes which improve data integration and processes improvements across all functional areas.

5. Prepares monthly financial reports for Department Chairs and faculty on various funding sources: federal, state, local, and private to ensure compliance with university policies.
  6. Participates in the implementation of goals, policies, priorities, and procedures related to business process management regarding resource allocation, human resources modeling, and coordination of people and resources; communicates and coordinates policies, practices, and procedures with department chairs/managers, vendors, reporting agencies, clients, and other customers.
  7. Identifies and resolves issues, concerns, discrepancies, problems and inconsistencies, determining appropriate corrective procedures.
  8. Maintains a high degree of confidentiality and ensures safety of all confidential and sensitive information this position is privy to.
  9. Acts as liaison between departments and internal or external customers; interacts with clients by telephone, electronically or face to face to identify and support their transactional needs/requirements; proactively engages customers through reporting and personal responses; obtains, researches and evaluates all relevant information to handle inquiries and complaints; responds promptly to customer inquiries/requests; handles and resolves customer complaints; elevates unresolved issues to the appropriate resources; manages client expectations and provides consistent client updates; keeps records of client interactions, transactions, and actions taken; communicates and coordinates with internal departments as needed to resolve client issues.
- Periodic:
    1. Attends meetings and serves on committees.
    2. Completes special projects and assignments.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's Degree from an accredited university	N/A

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Tact, Diplomacy and judgement necessary in dealing with others	N/A
Must be detail oriented and able to work independently.	
Criminal Background Check (CBC)	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of experience in one or more of the following areas: Human Resources, Financial	Experience in financial and human resource processes in higher education.

Reporting, Purchasing and Travel, including two years of experience supervising full time staff.	
--	--

***Equipment***

<b>Required</b>	<b>Possible</b>
Personal computer and standard office equipment. MS Office Suite and financial software and/or systems	Experience with an electronic application recruiting system; experience with PeopleSoft and eForms; experience with Banner or equivalent student information system; experience with Rowdy Exchange and Hyperion

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual office conditions	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
General instructions from supervisor. Determines own work sequence within limits of established policies	Daily supervision of BSC Specialists and Student Assistants

***Accuracy***

Proficiency in all phases of the duties performed.
--

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
---

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
---