



## Corporate Card Services Specialist Job Description

### JOB INFORMATION

<i>Job Code:</i>	113452
<i>Job Title:</i>	Corporate Card Services Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Accounting
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Responsible for administering the corporate card program, ensuring card usage complies with university and regulatory policies. Oversees card issuance and application tracking, management and distribution of reports, opening balance reviews, and account changes and cancellations. Provides customer service support regarding service level agreements (SLAs), and serves as liaison between card program providers, merchants, business owners, and employees.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		High school or equivalent		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Economics	Or
	X	Bachelor's degree	Finance	Or
	X	Bachelor's degree	in related field(s)	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years	in accounts payable, or related financial customer service field	
	X	3 years	in accounts payable, and/or financial customer service	
	X	1 year	with corporate travel and expenses and P-card programs	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Working knowledge of corporate/purchase card (P-card) programs and related financial reporting systems.
X		Strong interpersonal, written and oral communication skills.
X		Proficiency with Microsoft Office (e.g., Word, Excel, PowerPoint, Outlook).
	X	Working knowledge of corporate card programs for large, complex organizations.
	X	Comprehensive knowledge of financial transactions and systems, and related policies.
	X	Understanding of accounting and regulatory compliance requirements in accounts payable operations.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides customer service support for employees' corporate card inquiries (e.g., card limit and account changes, fraud). Utilizes ticketing system for managing requests, and ensures response times comply with department SLAs. Creates and maintains cardholder profiles and merchant category code tables, and reviews new account setup and card distribution. Ensures adherence to spending controls and timely card termination and collection.				
Manages single-transaction and card limits, as well as card limit exception approvals. Processes cardholder credit balance refunds. Monitors past due balances to ensure all expenses have been submitted in accordance with university policy.				
Monitors cardholder training via live sessions, webinars, and distributed documents. Maintains all training material content for consistency and accuracy. Attends corporate card program conferences and events, staying up-to-date with best practices.				
Prepares and distributes daily, monthly, and quarterly reports to internal management and financial staff. Supervises courtesy and compliance reminder notifications, and assists with reconciling account issues. Responds to internal/external audit requests, and implements changes to audit requirements accordingly.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

### Campus Security Authority (CSA)

By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <https://dps.usc.edu/alerts/clery/>

**Essential:**

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.