**OFFICE OF THE VICE PRESIDENT FOR FINANCE**

*Job Description Form*

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<th>Functional Area:</th>
<th>Office of the Vice President for Finance, Financial Operations, Accounts Payable</th>
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<tr>
<td>Position Title:</td>
<td>Accounts Payable Customer Service Professional</td>
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<td>Level:</td>
<td>6</td>
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<td>Hours per week/status:</td>
<td>40/Non-Exempt</td>
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**GENERAL OVERVIEW**

The Office of the Vice President for Finance (VPF) works to advance MIT’s mission by supporting thoughtful stewardship and effective deployment of the Institute’s financial resources. Forward thinking and future oriented, this 140-person office is working to create a seamless administrative experience for MIT colleagues—through technology and process improvements—and make it easier for them to comply with grant, accounting, and other applicable rules. VPF also seeks to enhance the quality of financial information available to MIT and is focused on providing services that are readily adaptable to the evolving demands of an increasingly global Institute. A team-oriented office, VPF strives to exemplify financial and administrative excellence and the highest levels of integrity, inclusiveness, and accountability.

**POSITION OVERVIEW STATEMENT**

The Accounts Payable (AP) Customer Service Professional will be responsible for providing customer service to the MIT community and external suppliers for the Accounts Payable team. This position will entail coordinating responses to invoice and payment questions in connection with the Coupa Buy-to-Pay (B2P) system, questions regarding requests for payment and requests for reimbursement, and general Accounts Payable related questions.

**PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)**

- Serves as a key contact to the community guiding users and approvers through Buy-to-Pay (B2P)—VPF’s electronic purchasing system—related to invoice and/or payment issues along with general A/P issues/questions
- Takes ownership of and manages the telephone and Request Tracker queue while providing prompt, first-rate customer service
- Ensures responses on behalf of the AP team are in compliance with MIT’s policies and sponsor requirements.
- Makes decisions on which questions and issues should be escalated to managers or business systems analysts
- Identifies trends based on community inquiries. Makes recommendations for system or process improvements and for emerging training needs for VPF staff and for members of the MIT community
- Plans, coordinates, and leads prepared training classes for the MIT community about AP policies and procedures
- Represents VPF Accounts Payable at events: Poster sessions, job fairs and departmental meetings
- Develops and maintains training materials for the new B2P system
- Will cross train with VPF Procurement Operations Customer Service Professional in order to provide backup to the Procurement team
- Other duties as required

**QUALIFICATIONS**

Required:

- High school diploma
- At least 3 years of experience in an office environment
- At least 3 years of experience providing customer service
• Strong written and oral communication skills
• Ability to function autonomously and to recognize and anticipate the department needs
• Ability to maintain confidentiality, use discretion, tact, and good judgment
• Capacity to develop excellent working relationships with clients and stakeholders

Preferred:

• Bachelor’s degree strongly preferred
• Knowledge of SAP, Coupa Buy-to-Pay (B2P) System is strongly preferred

SUPERVISION RECEIVED
Receives supervision from Assistant Manager, Accounts Payable

SUPERVISION EXERCISED
None

A background check (including checking criminal records) will be required for the final candidate.

MIT is unable to provide work authorization and/or visa sponsorship for this position.

This position has a 6-month probationary period for new employees to the Institute.

VPF benefits from a diverse and engaged workplace and seeks to further enhance our community by employing individuals from varied backgrounds. VPF actively supports MIT’s commitment to advancing a respectful and caring community that embraces diversity and empowers everyone to learn and do their best.

MIT is an equal employment opportunity employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.