

MIT OFFICE OF THE VICE PRESIDENT FOR FINANCE

Job Description Form



Functional Area	Office of the Vice President for Finance, Merchant Services		
Job Title:	Senior Financial Assistant	Position Title:	Merchant Services Associate
Reports to:	Manager of Merchant Services	Prepared On:	July 6, 2017
Level/Grade: 5	Duration (if applicable): open-ended	Hours per week/status: 40/Exempt	

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:

The Merchant Services Administrator serves as the credit card administrator and is the first point of contact for Merchant Services at MIT. MIT serves as a merchant for a variety of entities, such as the MIT Museum, Alumni Giving and Student Financial Services. The Merchant Services team supports the financial transactions of those entities. This role requires a significant customer service orientation. This person works with a wide variety of individuals across the Institute, and with external partners including banks, e-commerce credit card payment and security companies, and other financial institutions.

Principal Duties and Responsibilities (Essential Functions):

- Creates and makes changes to procedures for internal merchants (departments, labs, and centers) at MIT seeking to accept credit cards for various goods and services based on their needs and requirements
- Reports on monthly merchant services activity for all 100+ MIT merchants
- Maintains database of MIT merchants to ensure information is up to date and compliant with Payment Card Industry (PCI) and Data Security Standards (DSS)
- Reviews and posts credit card bank feeds daily
- Monitors and manages internal chargebacks
- Reviews applications from internal merchants, bringing issues of concern to the attention of the Manager of Merchant Services
- Identifies and investigates incongruities on accounts and performs reconciliations to adjust for discrepancies
- Acts as backup to the PCI Compliance Officer to approve business applications, guide merchants through self-assessment questionnaires and acts as outward facing representative to ensure DSS are met
- Trains internal merchants on MIT's products, policies, and services related to credit card payments
- Supports new MIT merchants from the early exploration and testing phase, through implementation, addressing emerging questions and concerns as they arise
- Provides daily support to merchants via VPF's Request Tracker System (RT), and follows up as needed to resolve issues



- Interacts with Cybersource credit card processor (external vendor) on issues/problems on behalf of merchants
- Contributes to overall efficiency of merchant processing by identifying service gaps, opportunities, and trends from RT tickets
- Makes suggestions for updates to training documentation and to the VPF website to continually enhance understanding of policies and procedures
- Performs other duties as needed to ensure PCI Compliance for 140+ MIT merchants

Qualifications & Skills

Required

- High school education or equivalent required
- 5 years' experience in the banking/finance/credit card sector
- Minimum of 2 years' experience delivering exemplary customer service
- Demonstrated ability to work with various constituents across the Institute and with external clients
- Frequent travel across campus
- Travel off campus (0-5%)
- May require working during off hours and weekends (0-10%)
- Demonstrated experience exercising consistent discretion and judgement related to handling confidential information
- Excellent problem solving, communication, and interpersonal skills with customer-centric mindset
- Ability to prioritize tasks, meet deadlines, and manage multiple duties
- Proactive, results-driven and accountable for personal and organizational objectives
- Knowledge of various software applications including SAP, Request Tracker, Microsoft Office, especially Excel

Preferred

- Experience in the e-commerce and/or payments industry
- Previous MIT experience

Supervision Received:

Receives supervision from Manager of Merchant Services

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.

