

OFFICE OF THE VICE PRESIDENT FOR FINANCE

Job Description Form



Functional Area	VPF Travel and Card Services		
Job Title	Senior Travel Assistant		
Reports to		<i>Title</i>	Assistant Manager, Travel

January 31, 2017

Level/Grade	Choose an item.	Type of position:	Hours (40) / week
HR-06		Full-time	Nonexempt

POSITION OVERVIEW STATEMENT

SENIOR TRAVEL ASSISTANT, Office of the Vice President for Finance (VPF) - Travel and Card Services, responsible for proactively organizing and initiating daily travel audits and coordinating training. Will manage drop-in sessions, set up and maintain the systems and delegates relationship with minimal supervision. Exercises exceptional attention to detail, independent judgment, and discretion in matters affecting VPF Travel and Card Services. Requires comprehensive and in-depth knowledge and understanding of department goals, policies and procedures and broader MIT organization and mission.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Proactively organizes and initiates daily travel audits for Travel and Card Services.
- Coordinates training and organizes and handles drop in sessions.
- Provides maintenance and set up of the MIT Travel Card program, systems, and delegate relationships.
- Manages coordination of travel expense report audits for compliance with MIT's travel policy and government regulations, and approves expense reports using electronic expense reporting system.
- Deals with highly complex audits with the assistance of co-workers.
- Troubleshoots complex issues arising from the audit process and coordinates with traveler/approver to resolve issues and re-submission of expense reports.
- Provides exceptional customer service to students, faculty and staff of the MIT travel community, and promptly responds to all inquiries including those requiring research.
- Reviews recommendations and implementation of process improvements.
- Performs monthly reconciliation and dunning process.
- Serves as a key contact to guide travelers and approvers through the electronic reporting system.
- Manages the Request Tracker queue as needed, and provides impeccable customer service.
- Manages the process of reporting taxability of relocation expenses and exceptions to travel policy, and provides reports to HR/Payroll.
- Plans and coordinates training to the MIT travel community, and represents VPF Travel and Card Services at such events; serves as a training resource to less experienced staff.
- Develops and maintains training materials, provides updates to communications team for VPF website, and quick cards for the Concur system.
- Collaborates with supervisor on policy updates and change recommendations.
- Makes recommendations to solve and resolve highly complex problems and involves manager as needed.
- Exercises discretion and makes decisions on issues and priorities for his/her own work while taking into account project timelines and other deadlines.
- Deals with confidential information.
- Creates, writes, and edits internal and external correspondence, documents, training materials and performs other related duties as required.

- Creates PowerPoint presentations.
- Reviews procedures and recommends changes.

QUALIFICATIONS

- Associate/Bachelors degree preferred and at least five years' office related experience. Advanced degree a plus. Knowledge of SAP, Brio, Microsoft Office, Filemaker, PowerPoint, advanced computer skills and ability to learn new programs.
- Ability to function autonomously and to recognize and anticipate the department needs.
- Strong written and oral communication skills, excellent interpersonal skills for collaborating with a diverse group of colleagues at all levels of the Institute.
- Requires in-depth knowledge and understanding of department goals, policies and procedures and broader MIT organization and mission.
- Maintains confidentiality; uses discretion, tact and good judgment.
- Develops excellent working relationships with clients and stakeholders
- Excellent grammar and proofreading ability.
- Position requires thorough, in-depth information gathering and high level of analysis to develop solutions to highly complex problems.

MIT will conduct a background check (including checking criminal records) for the finalist.

SUPERVISION RECEIVED

Receives supervision, guidance and annual performance appraisal from Assistant Manager, Travel and Card Services. Determines how to accomplish results with few or no guidelines to follow, or may look to senior manager for additional guidance in role.

SUPERVISION EXERCISED

Serves as a training resource to less experienced staff. May ensure that others comply with established standards; provides guidance in fairly complex tasks. Establishes and leads project timelines or short-term goals. Motivates others towards completion of tasks and assignments.

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.