



# MIT OFFICE OF THE VICE PRESIDENT FOR FINANCE

## Job Description Form

Functional Area	Office of the Vice President for Finance, HR Payroll Service Center		
Job Title	Senior Travel Assistant		
Reports to		Title	Travel Manager

Date: May 25, 2016

Level/Grade	6	Type of position:	Hours_40 / week
		<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
		<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt

### **Position Overview Statement**

SENIOR TRAVEL ASSISTANT, Office of the Vice President for Finance (VPF) - Travel Services, responsible for the review and monitoring of un-expensed travel transactions on a daily basis, to ensure that cardholders are in compliance with MIT's travel card policies.

Will proactively organize and initiate outreach and follow up on a daily basis to travel cardholders with aging transactions. Exercises exceptional attention to detail, independent judgment, and discretion in matters affecting the Travel Department. Requires comprehensive and in-depth knowledge and understanding of department goals, policies and procedures and broader MIT organization and mission.

### **Principal Duties and Responsibilities**

- Reviews and monitors un-expensed travel card transactions on a daily basis.
- Provides notifications of delinquent travel including suspension and closure notices on a daily, weekly and monthly basis.
- Ability to review and analyze un-expensed reports.
- Proactively organizes and initiates daily travel audits for Travel Services.
- Coordinates training with minimal supervision and organizes and handles drop in sessions.
- Provides maintenance and set up of the 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 (WBS), 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 respond 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 Services at such events and serves as a training resource to less experienced staff.
- Develops and maintains training materials, provides updates for travel web site, 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.
- Designs PowerPoint presentations.
- Position requires thorough, in-depth information gathering and high level of analysis to develop solutions to highly complex problems.
- Reviews procedures and recommends changes.

## **QUALIFICATIONS**

- Associate/Bachelors degree or a combination of equivalent education and at least five years office experience, or related experience preferred. 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.
- Proactive individual who is able 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 level 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.
- Maintains excellent working relationships with clients and stakeholders
- Excellent grammar and proofreading ability.

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

## **SUPERVISION RECEIVED**

Receives supervision, guidance and annual performance appraisal from Assistant Travel Manager. 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.*

