

# OFFICE OF THE VICE PRESIDENT FOR FINANCE

## Job Description Form



Functional Area	VPF, Travel		
Job Title	Senior Travel Assistant		
Reports to	Kathleen McGrath	Title	Senior Accounting Officer

January 2016

Level/Grade	Choose an item.	Type of position:	Hours (40) / week
HR-06		<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
		<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt

### POSITION OVERVIEW STATEMENT

The Senior Travel Assistant to the Travel Department proactively organizes and initiates daily travel audits and coordinates training with minimal supervision. Manages drop in sessions, provides maintenance and set up to the systems and delegates relationship. 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.

### PRINCIPLE DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Proactively organizes and initiates daily travel audits for the Travel Department.
- Coordinates training with minimal supervision and organizes and handles drop in sessions.
- Provides maintenance and set up to Travel Card program, systems, and delegate relationships.
- Manages coordination of Audit travel expense reports 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 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 necessary, and provides impeccable written 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, represents the work area 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 involve manager as needed.
- Exercises discretion and makes decisions on issues and priorities for own work taking into account project timelines and other deadlines.
- Deals with confidential information.
- Creates, writes and edits internal and external correspondence, documents, training material and perform 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 seven years or secretarial, office, or related experience required. Advanced degree a plus. Knowledge of SAP, Brio, Microsoft Office Applications, 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.
- Excellent grammar and proofreading ability.

## **SUPERVISION RECEIVED**

Receives minimal supervision, guidance and annual performance appraisal from Senior Accounting Officer. 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.