Assistant Manager, Travel within the Office of the Vice President for Finance, responsible for management of the Travel system and Travel team that handles the processing, auditing and servicing of Travel related transactions for MIT paid employees and students.

The Assistant Manager will be expected to have excellent knowledge related to the Concur system and Travel transactions. He/she needs to be able to act and resolve issues independently and as part of a collaborative team, be accountable for all work by assigned staff; develop and maintain an effective team; provide excellent customer service to the MIT community; be able to communicate complex issues effectively; be a proactive, positive problem solver; collaborate effectively and consistently with community members; seek out and support opportunities for improvements; continuously pursue development opportunities; and foster team development and effectiveness.

Principal Duties and Responsibilities

The Assistant Manager will be responsible for the following:

- Supervise the Travel processing team’s day-to-day operations and ensure training and productivity of staff
- Will plan, assign, schedule, review work and ensure the accuracy and quality standards of work are met by staff
- Responds to questions from the MIT community regarding complex travel and system issues and transactions and ensures timely responses
- Reviews and authorizes sensitive and confidential items
- Conducts periodic Travel system testing and work to improve the Travel process and workflow with existing software
- Leads and/or participates in special Travel assignments and/or projects with a primary purpose to drive process efficiencies and improve quality of service delivery
- Motivates others to action or addresses delicate situations requiring tact and diplomacy using verbal and written skills
- Keeps colleagues, customers and community members abreast of all Travel policy and procedure updates, driven by MIT or regulatory bodies
- Develops and maintains productive partnerships with colleagues and customers within the MIT community
- Leads group in setting goals and monitors progress
- Responsible for the coordination of audits
- Will perform other duties as assigned
Requirements
BS degree in accounting, business, or related field, or high school diploma and extensive related work experience, and at least five years work experience. Prior supervisory experience and MIT experience strongly preferred. Ability to manage conflicting priorities, meet strict deadlines, and manage multiple tasks effectively. Strong, collaborative, proactive interpersonal and communication skills. Ability to work with people from different functions and with different levels of knowledge. Requires in depth understanding of the purpose and operations outside own area and internal/external clients. Propensity for positive, open minded, collaborative problem analysis and resolution. High level of Excel experience. Able to function in a complex, busy, changing environment while meeting necessary deadlines. Experience in higher education or non-profit accounting is desirable. Excellent problem identification and problem solving skills. Strong analytical skills. Experience with SAP or other enterprise systems and data-base software such as Cognos.

Supervision Received
The Assistant Manager will report to the Travel Manager, interacting and reporting on a daily basis.

Supervision Exercised
The Assistant Manager will supervise five staff on a daily basis. The manager will perform an annual performance review on each staff member. The manager will be expected to work closely with each staff member on training and development opportunities.