

Job Description – MIT Job # 23241

Functional Area:	Office of the Vice President for Finance, Financial Operations, Procurement Operations		
Job Title:	Customer Service Representative 3	Position Title:	Customer Service Representative
Reports to:	Senior Manager, Procurement	Prepared on:	September 2023
Salary Grade: 5	Hourly Rate: \$22.37 - \$30.60/hr	Hours per week/status: 40/Non-Exempt	

About the Office of the Vice President of Finance:

Join the MIT Office of the Vice President for Finance (VPF) and be part of a team dedicated to managing the Institute's financial resources to support education, research, and innovation. At VPF, we prioritize excellence, integrity, and inclusiveness in our work and office culture.

VPF achieves goals through teamwork and collaboration, and we celebrate those successes together. Our team comprises professionals with diverse backgrounds and skill sets who share a passion for financial and administrative excellence.

VPF offers flexible work schedules with both remote and in-office work. A VPF staff member will spend 2-8 days per month in the office, depending on the position and specific team schedules. Our primary location in Technology Square is convenient to amenities, including coffee shops, lunch spots, and events on MIT's main campus. Commuter resources, including free MBTA passes and commuter rail discounts, are available to all employees.

MIT's comprehensive benefits package demonstrates a commitment to our employees' well-being. Our benefits include health and dental insurance, a 401(k) plan with employer match, an additional pension plan with 100% of contributions managed and paid for by MIT, paid vacations and holidays, and more.

Position Overview

The Customer Service Representative is responsible for providing customer service to the MIT community and external suppliers for the Procurement Operations team. This position coordinates responses to invoice and payment questions in connection with VPF's Buy-to-Pay (B2P) system (built on the Coupa platform), questions regarding requests for payment and requests for reimbursement, and general payment questions. The Customer Service Representative will cross-train in Procurement Operations and Accounts Payable processes.

Principle Duties and Responsibilities

- Serves as a key contact to the community guiding users and approvers through Buy-to-Pay (B2P)—VPF's electronic purchasing system—related to invoice and/or payment issues and general issues/questions
- Takes ownership of and manages the phone and Request Tracker queue and provides prompt, courteous, and first-rate customer service
- Interacts with customers to address payment needs, concerns, and questions and helps community members to carry out transactions
- Ensures responses on behalf of the team are compliant with MIT's policies and sponsor requirements

- Decides when a question or issue should be escalated to managers or business systems analysts and follows through with appropriate teams
- Identifies trends based on community inquiries; makes recommendations for system or process improvements and for emerging training needs for VPF staff and members of the MIT community
- Assists with planning and coordinating VPF training, will represent the team in VPF training sessions on processes and policies
- Works with VPF training specialist to keep training materials updated
- Will cross-train with Customer Service Representatives on the team to provide backup
- Other duties as required

Qualifications

Required

- High school diploma or equivalent
- Three years of customer service experience
- Strong written and oral communication skills
- Ability to function autonomously and to recognize and anticipate team needs
- Ability to maintain confidentiality, use discretion, tact, and good judgment
- Capacity to develop excellent working relationships with clients and stakeholders

Preferred

- Bachelor's degree
- Knowledge of SAP, Coupa Buy-to-Pay (B2P) system

Supervision Received

Reports to Senior Manager, Procurement

Supervision Exercised

None

Additional Information

MIT considers equivalent combinations of experience and education for certain jobs. All candidates who believe they possess equivalent experience and education are encouraged to apply.

Employment is contingent upon the completion of a satisfactory background check.

MIT is unable to provide work authorization or visa sponsorship for this position.

This position has a six-month probationary period for new employees to the Institute.

Diversity, Equity, and Inclusion

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.

VPF is Mission Focused

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, the office is working to create a seamless administrative experience for MIT colleagues 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.