

Job Description – MIT Job #24041

Functional Area:	Office of the Vice President for Finance, Financial Operations, Travel and Card Services		
Job Title:	Travel Assistant 3	Position Title:	Senior Travel Assistant
Reports to:	Manager, Travel and Card Services	Prepared on:	May 2024
Salary Grade: 6	Hourly Rate: \$30.00 - \$33.00/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 Senior Travel Assistant is responsible for auditing travel expenses and authorizing payment to ensure that all expenses are within MIT policies and guidelines. They are responsible for conducting training sessions with the MIT community and for modifying and setting up profiles in travel system with minimal supervision. They exercise exceptional attention to detail, independent judgment, and discretion in matters affecting VPF Travel and Card Services. This position requires comprehensive and in-depth knowledge and understanding of department goals, policies, procedures, and the broader MIT organization and mission.

Principle Duties and Responsibilities

- Review and authorize payment for travel expenses by auditing and interpreting MIT, federal, or other sponsor policies and procedures
- Conduct outreach and initiate follow-up to resolve issues and ensure compliance with federal audit requirements and MIT travel policies
- Perform complex month-end activities including compiling taxable travel and reporting to payroll, merchant category code (MCC) review, personal expense review, and dunning process to identify potential card misuse or abuse and ensure compliance

- Work to resolve complex and sensitive issues and conduct outreach to MIT community members at all levels regarding unexpensed travel and repayments to MIT; maintain confidentiality on all matters
- Provide exceptional and prompt customer service on travel-related issues
- Manage Request Tracker queue, provide prompt responses to queries, and escalate issues to manager as necessary
- Provide support for accounting processes, including but not limited to monthly reconciliation, check, stops and reissues, taxability of certain reimbursed expenses, and dunning processes
- Develop and maintain productive partnerships with colleagues and customers within the MIT community
- Conduct training sessions with the MIT community and coordinate and conduct drop-in sessions.
- Update and maintain training materials and provide updates to the VPF Communications team on specific travel expense reporting content on the VPF website
- Participate in audits with internal and external auditors
- Follow department procedures and collaborate with supervisor on policy updates and recommendations for process improvements
- Serve as a training resource to less experienced staff
- Perform other duties as assigned

Required

- High school diploma or equivalent
- Minimum of five years of related experience
- Strong written and presentation skills, and the ability to communicate complex processes clearly and effectively
- Demonstrated customer service experience and the ability to foster and maintain excellent working relationships with a wide variety of clients and stakeholders
- Ability to work meet deadlines and perform in a metrics-driven environment
- Willingness and ability to learn new software programs
- Ability to maintain confidentiality, use discretion, tact, and good judgment
- Ability to function autonomously and to recognize and anticipate department needs

Preferred

- Bachelor's degree
- Knowledge of Concur, AppZen, SAP, Microsoft Office, Brio, and FileMaker
- Prior MIT experience
- Experience with public speaking or making presentations

Supervision Received

Reports to the Manager, Travel and Card Services

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.