

Job Description – MIT Job #24669

Functional Area:	Office of the Vice President for Finance, Financial Operations, Travel and Card Services		
Job Title:	Mgmt 3, Accounting	Position Title:	Manager, Travel and Card Services
Reports to:	Director of Financial Operations	Prepared on:	December 2024
Salary Grade: 10	Salary Range: \$97,150 - \$115,000	Hours per week/status: 40/Exempt	

About the Office of the Vice President for 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 our 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. Depending on the position and specific team schedules, a VPF staff member will spend 2-8 days per month in the office. 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 Manager of Travel and Card Services sets the strategic direction for all team processes, operations, and customer service activities. The individual in this role will identify, develop, and initiate innovations and solutions and lead the team to apply these solutions throughout MIT's finance systems. They will lead significant technical system upgrades through collaborations with MIT Information Systems and Technology (IS&T). The Travel Manager will oversee Travel and Card Services team members who manage daily travel and credit card operations, ensuring that all travel and credit card transactions meet MIT policy guidelines.

Principle Duties and Responsibilities

- Is responsible for the processes and systems related to travel and card services.
- Oversees the staff administering all travel and card processes; provides operational management and leadership for Travel and Card Services.
- Serves as subject matter expert and resource to the MIT community on travel and card services.
- Oversees compliance, reporting, expense reporting, and credit card use, and supports all internal and external Travel and Card Services audits.

- Ensures expense report processing is accurate, compliant, and completed in a timely manner.
- Works across teams and DLICs to gather and interpret feedback and to ensure the integrity of all travel and card transactions.
- Works with the VPF Communications team to regularly update Travel and Card Services content on the VPF and Procurement Services websites.
- Builds and maintains a team that embraces positive relationships with a variety of constituents; responsible for hiring, overall supervision, performance, annual review, motivation, goals, training, and team development.
- Develops and delivers training programs for staff, covering relevant MIT Travel and Card Services policies and compliance.
- Develops and maintains process documentation.
- Leads significant technical system upgrades through collaborations with MIT Information Systems and Technology (IS&T).
- Develops and maintains productive partnerships with colleagues and customers within the MIT community.
- Supports ongoing open communication within the VPF Travel and Card Services team and the MIT community.
- Other duties as assigned.

Qualifications

Required

- A bachelor's degree in a related field
- At least seven years of experience with complex financial operations, including adhering to travel policies
- Demonstrated experience managing, troubleshooting, and enhancing business processes
- Experience working with a large-scale enterprise resource planning (ERP) system, particularly SAP
- Substantial professional experience contributing to strong customer service teams
- Demonstrated ability to hire, develop, and retain an outstanding professional staff
- Demonstrated focus on change management and process improvements
- Strong leadership skills, attention to detail, and ability to handle a high volume of work
- Demonstrated expertise in project management and supporting initiatives and defined projects
- Superior collaboration, interpersonal, organizational, and communication skills

Preferred

- Master's degree in related field
- Financial operations experience with travel and card services
- Experience with SAP Concur Expense Management, Travel, and Invoice software
- MIT experience or experience in higher education or a research setting

Supervision Received

Reports to the Director of Financial Operations

Supervision Exercised

Will provide supervision to the Travel and Card Services staff

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) advances 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.