

## Job Description – MIT Job #24787

<b>Functional Area:</b>	Office of the Vice President for Finance, Financial Operations, Travel and Card Services		
<b>Job Title:</b>	Travel Assistant 3	<b>Position Title:</b>	Senior Travel Assistant
<b>Reports to:</b>	Manager, Travel and Card Services	<b>Prepared on:</b>	January 2025
<b>Salary Grade: 6</b>	<b>Hourly Rate:</b> \$30.00 - \$33.00/hr	<b>Hours per week/status:</b> 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. 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 Senior Travel Assistant is responsible for auditing travel expenses, authorizing payments, and ensuring that all expenses comply with MIT policies and guidelines. They also conduct training sessions with the MIT community and modify and set up profiles in the travel system with minimal supervision. They exercise exceptional attention to detail, independent judgment, and discretion in VPF Travel and Card Services matters. 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

- Reviews and authorizes payment for travel expenses by auditing and interpreting MIT, federal, or other sponsor policies and procedures.
- Conducts outreach and initiates follow-up to resolve issues and ensure compliance with federal audit requirements and MIT travel policies.
- Performs 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.

- Works to resolve complex and sensitive issues; conducts outreach to MIT community members at all levels regarding unexpensed travel and repayments to MIT; maintains confidentiality on all matters.
- Provides exceptional and prompt customer service on travel-related issues.
- Manages Request Tracker queue, provides prompt responses to queries, and escalates issues to manager as necessary.
- Provides support for accounting processes, including but not limited to monthly reconciliation, check stops and reissues, taxability of certain reimbursed expenses, and dunning processes.
- Develops and maintains productive partnerships with colleagues and customers within the MIT community.
- Conducts training sessions with the MIT community and coordinates and conducts drop-in sessions.
- Updates and maintains training materials and provides updates to the VPF Communications team on specific travel expense reporting content on the VPF website.
- Participates in audits with internal and external auditors.
- Follows department procedures and collaborates with supervisor on policy updates and recommendations for process improvements.
- Serves as a training resource to less experienced staff.
- Performs 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 sound 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) 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.