General Overview
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, this 165-person office is working to create a seamless administrative experience for MIT colleagues and make it easier 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. A team-oriented office, VPF strives to exemplify financial and administrative excellence and the highest levels of integrity, inclusiveness, and accountability.

Position Overview:
The Assistant Manager of Merchant Services is responsible for the overall management of the Merchant Services business unit which supports MIT’s internal merchants to securely collect payments via credit card. This position is responsible for implementations, policies, and practices to ensure MIT’s compliance with the Payment Card Industry Data Security Standards (PCI-DSS) and providing customer support.

Principle Duties and Responsibilities (Essential Functions):

- Help manage the evolving compliance process for ~140 MIT merchant accounts
- Is responsible for ensuring the requirements for and compliance of Payment Card Industries Data Security Standards (PCI DSS) are met
- Is responsible for producing and analyzing monthly MIT merchant reports and reconciliations
- Help manage ongoing relationships with financial entities including Chase and Stripe
- Work closely with MIT merchants to ensure compliance by monitoring and assisting merchants to complete the self-assessment questionnaires and ongoing training as required by the PCI Security Standards Council which include, internal/external scanning and the annual renewal process
- Oversee the point-of-sale (POS) device (mobile credit card reader) loaner program for special events
- Produce monthly metrics and provide trend analysis
- Serve as the primary liaison between MIT merchants and the external credit card processor to troubleshoot and resolve problems and handle inquiries
- Assist to develop and implement enhancements to merchant accounts through new technologies, apps, and other means
- Is responsible for the semiannual testing on servers connected to the credit card gateway
- Oversee the creation and set-up of MIT merchant accounts, including review and approval of all business plans for new merchant accounts
- Stay current on Massachusetts laws and PCI standards, external trends, and best practices in the industry
• Collaborate with VPF Strategic Sourcing and Contracts on new and existing agreements with outside vendors who provide payment services to MIT
• Meets with staff in MIT departments, labs, and centers to discuss evolving needs and strategize to fill needs and gaps
• Serve as the primary escalation point of contact for issues that become past due and on unresolved cases
• Drive merchant satisfaction by gathering and disseminating feedback to inform performance improvements to meet or exceed customer service expectations
• Other duties and special projects as required

Qualifications:

Required
• Bachelor’s degree in accounting, business, or related field, or equivalent experience
• Minimum of four years of experience in payments or financial services
• Minimum of four years of experience with merchant services or financial services, or credit card administration and PCI-DSS in a university setting
• At least four years of customer service experience
• Excellent end-to-end generalist problem solving skills, including developing logical and actionable recommendations
• Demonstrated success in managing projects and teams, and ability to consistently meet deadlines
• Strong verbal and written communication skills
• Strong financial and computer skills using SAP, and databases, high level of proficiency using Microsoft Excel and PowerPoint
• Strong organizational skills and attention to detail, ability to manage multiple projects simultaneously
• Ability to interact with colleagues at all levels and achieve goals
• A track record demonstrating a high level of personal initiative, setting and achieving challenging goals

Preferred
• Management experience
• MIT experience is strongly preferred

Supervision Received:

Reports to Director of Financial Operations

Supervision Exercised:

Supervises the Merchant Services Credit Card Administrator

Remote Work
MIT is committed to supporting a safe and equitable workplace. MIT and VPF are developing guidance, policies, and models for returning to work on campus. As of June 2022, this position is designated as one that can be performed in a hybrid model of one day per week in the office and is subject to change.

Covid Policy:
MIT currently requires Covid-19 vaccination for all MIT employees who work in the United States. Individuals may request exemption from the vaccine requirement for medical or religious reasons. See MIT Now for more information on MIT’s Covid policies. Offers of employment are contingent on an applicant’s compliance with MIT’s Covid-19 vaccine/exemption requirements.
A background check (including checking criminal records) will be required for the final candidate.

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

This position has a 6-month probationary period for new employees to the Institute.

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.

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.