

OFFICE OF THE VICE PRESIDENT FOR FINANCE

Job Description



Functional Area:	Office of the Vice President for Finance, Financial Operations		
Job Title:	HR-06FN01 – Senior Financial Assistant	Position Title:	Customer Service Professional
Reports to:	Assistant Director Travel, Accounts Payable, & Procurement Operations	Prepared On:	November 2018
Level: 6	Duration (if applicable):	Hours per week/status: 20/Exempt, schedule TBD	

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 150-person office is working to create a seamless administrative experience for MIT colleagues—through technology and process improvements—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. A team-oriented office, VPF strives to exemplify financial and administrative excellence and the highest levels of integrity, inclusiveness, and accountability.

POSITION OVERVIEW STATEMENT

The Customer Service Professional will be responsible for providing customer service to the MIT community and external suppliers for the Financial Operations team. This position will entail coordinating responses to invoice and payment questions in connection with the Coupa Buy-to-Pay (B2P) system, questions regarding requests for payment and requests for reimbursement, and general questions. Duties will include cross training in procurement operations and accounts payable.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- 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 along with general issues/questions
- Takes ownership of and manages the telephone and Request Tracker queue while providing prompt, first-rate customer service
- Ensures responses on behalf of the team are in compliance with MIT's policies and sponsor requirements.
- Makes decisions on which questions and issues should be escalated to managers or business systems analysts
- Identifies trends based on community inquiries. Makes recommendations for system or process improvements and for emerging training needs for VPF staff and for members of the MIT community
- Plans, coordinates, and represents the team at training classes on processes and policies
- Develops and maintains training materials for the B2P system
- Will cross train with customer service colleagues on the team in order to provide backup
- Other duties as required

QUALIFICATIONS

Required:

- High school diploma
- Five years' experience in an office environment and at least three providing customer service

- Strong written and oral communication skills
- Ability to function autonomously and to recognize and anticipate the department 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 strongly preferred
- Knowledge of SAP, Coupa Buy-to-Pay (B2P) system is strongly preferred

SUPERVISION RECEIVED

Receives supervision from Assistant Director of Travel, Accounts Payable, and Procurement Operations

SUPERVISION EXERCISED

None

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.

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.