

## MIT OFFICE OF THE VICE PRESIDENT FOR FINANCE



<b>Functional Area</b>	Office of the Vice President for Finance, Financial Operations, Merchant Services		
<b>Job Title:</b>	Accounting Assistant 3	<b>Position Title:</b>	Merchant Services Associate
<b>Reports to:</b>	Assistant Manager of Merchant Services	<b>Prepared On:</b>	September 19, 2022 MIT Job # 21880
<b>Level/Grade: 6</b>	<b>Salary range:</b> \$25.59 - \$32.00/hr	<b>Hours per week/status:</b> 40/Non-Exempt	

### 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 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

The Merchant Services Associate is the first point of contact for VPF's Merchant Services and serves as the credit card administrator, providing support to entities within MIT who use credit cards to collect payments. This position requires a significant customer service orientation and will work with a wide variety of departments across the Institute, and with external partners including banks, e-commerce credit card payment and security companies, and other financial institutions.

### Principal Duties and Responsibilities (Essential Functions)

- Creates and makes changes to procedures for internal merchants (departments, labs, and centers) at MIT seeking to accept credit cards for goods and services
- Reports on monthly Merchant Services activity for all MIT merchants
- Maintains a database of MIT merchants to ensure information is up to date and compliant with Payment Card Industry (PCI) and Data Security Standards (DSS)
- Reviews and posts daily credit card bank feeds
- Monitors and manages internal chargebacks
- Reviews applications from internal merchants, bringing issues of concern to the attention of the Assistant Manager of Merchant Services
- Identifies and investigates errors on accounts and performs reconciliations to adjust for discrepancies
- Acts as backup to the PCI Compliance Officer to approve business applications, guide merchants through self-assessment questionnaires and represents VPF Merchant Services to ensure data security measures are met
- Trains merchants on MIT's products, policies, and services related to credit card payments
- Supports new MIT merchants from the early exploration and testing phase, through implementation
- Provides daily support to merchants via VPF's Request Tracker System (RT), and follows up to resolve issues
- Interacts with multiple credit card gateways and processing companies on issues on behalf of MIT's merchants



- Contributes to the overall efficiency of merchant processing by identifying service gaps, opportunities, and trends from RT tickets
- Makes suggestions for updates to training documentation and to the VPF website to continually enhance understanding of policies and procedures
- Performs other duties as needed to ensure PCI Compliance for MIT merchants

## **Qualifications & Skills**

### **Required**

- High school education or equivalent required
- Five years' experience in banking/finance/credit card administration
- Minimum of two years' experience delivering exemplary customer service
- Demonstrated ability to work with internal constituents and with external clients
- Willingness to make frequent visits to campus departments, labs, and centers
- Travel off campus (0-5%)
- May require working during evenings and weekends (0-10%)
- Demonstrated experience exercising discretion and judgment in handling confidential information
- Excellent problem solving, communication, and interpersonal skills with a customer-centric mindset
- Ability to prioritize tasks, meet deadlines, and manage multiple duties
- Proactive, results-driven, and accountable for personal and organizational objectives
- Knowledge of software applications including SAP, Request Tracker, Microsoft Office, especially Excel

### **Preferred**

- Experience in the e-commerce and/or payments industry
- Previous MIT experience

### **Supervision Received**

Receives supervision from the Assistant Manager of Merchant Services

### **Supervision Exercised**

None

### **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 September 2022, this position is designated as one that can be performed in a hybrid model of one day per week in the office, although this 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.

