

OFFICE OF THE VICE PRESIDENT FOR FINANCE



Functional Area:	Office of the Vice President for Finance, Financial Operations, Travel and Card Services		
Job Title:	Travel Assist – Travel Assistant 3	Position Title:	Senior Travel Assistant
Reports to:	Manager of Travel & Card Services	Prepared On:	May 2022 MIT Job # 21310
Pay Grade: 6	Salary Range: \$25.59-\$33.27/hr	Hours per week/status: 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 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 Senior Travel Assistant is responsible for proactively organizing and initiating daily travel audits and coordinating training. Will manage drop-in training sessions, and set up and maintain Concur systems with minimal supervision. She/he exercises exceptional attention to detail, independent judgment, and discretion in matters affecting VPF Travel and Card Services. Position requires comprehensive and in-depth knowledge and understanding of department goals, policies, and procedures and broader MIT organization and mission.

Principal Duties and Responsibilities (Essential Functions)

- Conducts travel audits, initiates follow-up to resolve issues and ensure compliance with federal audit requirements
- Provides exceptional and prompt customer service on travel-related issues by phone, email, and Request Tracker queue, escalating issues to manager as necessary
- Provides support for accounting processes, including but not limited to monthly reconciliation, personal expenses, taxability of certain reimbursed expenses, and dunning process
- Initiates updates and maintains MIT Travel Card systems
- Updates and maintains training materials and specific travel-expense reporting content on the VPF website
- Coordinates weekly drop-in and formal training sessions on travel expensing policies for the MIT community
- Contributes to baseline analytics to identify patterns and repetitive issues that require additional training opportunities to correct and educate administrators
- Serves as a training resource to less experienced staff
- Collaborates with supervisor on policy updates and recommendations process improvements
- Other related duties as required

Qualifications

Required

- High school diploma or equivalent
- Minimum of five years of accounting experience

- Strong written and presentation skills, including excellent grammar, proofreading skills, and the ability to clearly and effectively communicate complex processes
- 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 within a deadline and metric-driven environment
- Willingness and ability to learn new software programs
- Ability to maintain confidentiality, use discretion, tact, and good judgment
- Ability to function autonomously and to recognize and anticipate department needs

Preferred

- Bachelor's degree
- Knowledge of SAP, Brio, Microsoft Office, and FileMaker
- Prior MIT experience
- Experience with public speaking or making presentations

Supervision Received

Receives supervision from the Manager of Travel & Card 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 May 2022, this position is designated as one that can be performed in a hybrid model of two days 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.