

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 MIT Job #18771
Reports to:	Manager, Travel	Prepared On:	June 2020
Grade: 6	Duration (if applicable):	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 170-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 STATEMENT

The Senior Travel Assistant is responsible for proactively organizing and initiating daily travel audits and coordinating training. Will manage drop-in training sessions, set up and maintain Concur systems with minimal supervision. Exercises exceptional attention to detail, independent judgment and discretion in matters affecting VPF Travel and Card Services. 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, initiating 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:

- Strong written and presentation skills, including excellent grammar, proofreading 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 the department needs

Preferred:

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

SUPERVISION RECEIVED

Receives supervision from Manager, Travel

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.

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.