

OFFICE OF THE VICE PRESIDENT FOR FINANCE



Functional Area:	Office of the Vice President for Finance, Financial Operations – Travel and Card Services		
Job Title:	Mgmt 3, Accounting	Position Title:	Manager, Travel and Card Services
Reports to:	Director of Financial Operations	Prepared On:	August 2021 MIT Job # 19981
Level/Grade: 10	Salary Range: \$88,000–108,000 annually	Hours per week/status: 40/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 Manager of Travel and Card Services sets the strategic direction for all team processes, operations, and customer service activities. The individual in this role will identify, develop, and initiate new innovations and solutions and lead the team to apply these solutions throughout MIT’s finance systems. She/he will lead significant technical system upgrades through collaborations with MIT Information Systems and Technology (IS&T). The Travel Manager will oversee Travel and Card Services team members who manage daily travel and credit card operations, ensuring that all travel and credit card transactions meet MIT policy guidelines.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS):

- Oversee the staff administering all travel and card processes; provide operational management and leadership for Travel and Card Services
- Serve as subject matter expert and resource to the MIT community on travel and card services
- Oversee compliance, reporting, expense reporting, and credit card use, and support all internal and external audits related to Travel and Card Services
- Ensure expense report processing is accurate, compliant, and completed in a timely manner
- Is responsible for the process and systems related to travel and card services
- Work across teams and DLCs to gather and interpret input and to ensure the integrity of all travel and card transactions
- Work with the VPF communications team to regularly update Travel and Card Services content on the VPF website
- Build and maintain a team that embraces positive relationships with a variety of constituents; responsible for hiring, overall supervision, performance, annual review, motivation, goals, training, and development of the team
- Develop and deliver training programs for staff covering relevant policies and compliance MIT Travel and Card Services practices
- Develop and maintain process documentation

- Lead significant technical system upgrades through collaborations with MIT Information Systems and Technology (IS&T).
- Develop and maintain productive partnerships with colleagues and customers within the MIT community
- Support ongoing open communication within VPF Travel and Card Services and the MIT community
- Other duties as assigned

QUALIFICATIONS:

Required:

- A bachelor's degree in a related field
- At least seven years of experience with complex financial operations including adhering to travel policies
- Demonstrated experience managing, troubleshooting, and enhancing business processes
- Experience working with a large-scale enterprise resource planning (ERP) system, particularly SAP
- Substantial professional experience contributing to strong customer service teams
- Demonstrated ability to hire, develop, and retain an outstanding professional staff
- Demonstrated focus on change-management and process improvements
- Strong leadership skills, attention to detail, and ability to handle a high volume of work
- Demonstrated expertise in project management and supporting initiatives and defined projects
- Superior collaboration, interpersonal, organizational, and communication skills

Preferred:

- Master's degree in related field
- Financial operations experience with travel and card services
- Experience with SAP Concur Expense Management, Travel, and Invoice software
- MIT experience or experience in higher education or a research setting

Supervision Received

Will receive supervision from the Director of Financial Operations

Supervision Exercised

Will oversee the work of Travel and Card Services staff

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 in the fall. As of August 2021, this position is designated as one that can be performed in a hybrid model of three days per week remote, two days per week in the office, and is subject to change.

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.