

Job Title: Administrative Assistant I	Position Title: Administrative Assistant 1, Admissions
Reports to: Assistant Director, Admissions Operation	% Effort or Wkly Hrs: 100%
Department: Sloan Admissions	Grade 4 (nonexempt)

POSITION OVERVIEW:

Under minimal supervision, performs complex and diverse duties in support of admissions for the MBA, Early MBA, Master of Finance (MFin), Master of Business Analytics (MBAn), MSMS, and Sloan Fellows MBA (SF MBA) programs. They provide administrative support for leadership and departmental projects. Anticipates and initiates actions regarding office operations which require knowledge of the Institute and other departments. This role is the first point of contact for telephone calls and emails to the Admissions Office. They provide visitors with information about the School and Institute processes and policies to ensure that they have a superior impression of the School. The role responds to inquiries requiring a broad understanding of work-area policies and procedures and provides explanations and instructions, triages communication. They ensure inquiries are addressed and resolved; requiring analysis and interpretation of a variety of situations, and determination of appropriate course of an action.

Role is fully in-person providing a key presence for the Admissions connecting the right resources and team members.

Principal Duties and Responsibilities (Essential Functions):**

Supports day-to-day office operations (50%)

- Responds to inquiries both in person, on the phone and via email. Provides explanations, instructions, and ensures inquiries are addressed and resolved to prospective, admitted, and current students.
- Assists in the relationship with applicants and recommenders, troubleshoots technical and content related issues ensuring that all are resolved.
- Maintaining complex CRM databases (Slate) – consolidating records, organizing first sources, email creation, applicant tracking, data clean up, assisting to collect missing application materials. Encounters sensitive data/information.
- Monitors and orders office supplies (brochures, gifts, office supplies, etc.). Selects vendors, uses signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.
- Coordinating logistics for large mailings
- Designs PowerPoint presentations, and performs basic fact checking to update content
- Schedules diverse and complex appointments, booking travel and meeting arrangements; interprets, attends meetings and drafts and distributes minutes from meetings.
- Provides administrative support for multiple programs and projects. Initiates actions regarding daily office operations.
- Manages office calendars, contact lists and shared documents for the work area.

Monitors and escalates if necessary to resolve issues (25%)

- Working in SAP and Concur systems, investigates and follows up on purchasing/accounting discrepancies. They prepare and processes purchasing and accounting forms. Works within an established budget and follows budgetary guidelines, selecting vendors, and has purchasing authorization. Resolves more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks.

Other duties, as role requires (25%)

- Takes initiative to perform other administrative duties and update manuals and procedures as needed. They handle sensitive information in handling confidential information and documentation using discretion and judgment with the utmost professionalism. The role may delegate to and follow up on work of others, train others regarding policies and procedures, and perform other related duties as required, including work performed at lower levels, when necessary.

Supervision Received: Receives minimal supervision from associate director. May function as a high-level individual contributor or coordinator of multiple projects.

Supervision Exercised: May train and coordinate work of student employees and/or temporary staff.

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required.
- Minimum of 2 years of administrative, office support, or related experience required.

Location: This is a fully in-person role

PREFERRED EDUCATION AND EXPERIENCE:

- Bachelor's degree preferred.
- Ability to excel in a fast-paced, team environment.
- Demonstrated success in customer service.
- General understanding of own work and how it impacts operations outside own work unit.
- Deals with confidential information and/or issues using discretion and judgment.
- Excel and PowerPoint proficiency.
- Prior experience using the Technolutions Slate suite of products is preferred.
- Skilled at multi-tasking, setting priorities and meeting deadlines.
- An appreciation of diverse cultures and backgrounds and the ability to communicate effectively with a wide variety of constituencies.
- Must show initiative and patience.
- Organized with attention to detail.
- Excellent interpersonal and communication skills in order to represent Admissions, MIT Sloan, and MIT to internal and external audiences.
- The ability and desire to work autonomously in a fast-changing team environment in a flat organization and to function equally well as an initiator, facilitator and implementer.
- Ability and desire to work with/within a diverse community by modeling and promoting the values of MIT, including advocating for and demonstrating an understanding of the qualities that promote and sustain such a community

Competencies:

- Strong desire to **Contribute** – manages ambiguity and navigates change; demonstrates desire and drive for learning; is self-directed and proactive
- Willingness to **Collaborate** – works toward team success; collaborates with others; communicates openly and effectively
- Passion to **Engage** within the community – act with caring and a sense of community; fosters innovation and experimentation; builds diversity and inclusion

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*