



MIT Position Description

<b>Job Title:</b> Administrative Assistant 2	<b>Position Title:</b> Administrative Assistant II
<b>Reports to:</b> Director of Student Life Office	<b>% Effort or Wkly Hrs:</b> 100%
<b>Department:</b> Student Life Office	

**Position Overview:**

The MIT Sloan Student Life Office (SLO) works to advance a student body that focuses on care, community and contribution. It does so in three major areas: 1) designing and delivering community-building events for the Sloan graduate student community; 2) overseeing and supporting student organizations and the initiatives they run (including Sloan Senate, clubs, study tours, treks, and conferences); and 3) by providing programs and services designed to support a respectful and caring student culture and enhance individual and group engagement, inclusion, and satisfaction.

The Administrative Assistant II serves as the front line of contact for the Student Life Office as well as the suite (which is shared with Sloan's Diversity, Equity & Inclusion office). This person provides information and instructions regarding student life, triages questions at the front desk, supports the Director of Student Life, the Assistant Dean of Student Services, and the staff of the Student Life Office. Other duties include maintaining common spaces in the suite, ordering materials and supplies, and performing related administrative duties as assigned.

Expectations for time/work on campus:

The person in this role will work on campus full-time (Monday through Friday 9am-5pm) assisting the staff of the Sloan Student Life Office. This role is a full-time, in person position.

**Principal Duties and Responsibilities (Essential Functions\*\*):** (include percentages to equal 100%)

**Administrative Support for Director of Student Life & Assistant Dean of Student Services – 35%**

- Provides administrative and scheduling/calendar support to Director of Student Life and Assistant Dean of Student Services
- Attends committee meetings with Director and/or Assistant Dean when needed
  - record meeting notes, draft and distribute to meeting attendees and keep historical record
  - responsible for scheduling future meetings
- Proofreads and reviews presentations from established content
- Performs basic research and fact checking
- Serves as email proxy
- Schedules complex calendar appointments, meetings, and travel arrangements
- Reconcile purchasing card and travel card transactions
- Maintain, organize and monitor shared drive content for optimal efficiency

**Front desk coverage – 30%**



- Sits at front desk of Student Life Office
- Serve as welcoming first point of contact to suite visitors (in person or by phone)
- Display a professional and personable attitude with office visitors to the office (students, staff, faculty, the general public) and external vendors
- Answer complex inquiries related to MIT Sloan, MIT and Student Life services
- Requires broad understanding of area policies and procedures
- Direct visitors to appropriate staff members for more detailed assistance
- Support and staff community programs sponsored by Student Life, this includes daytime and occasional nights and weekends
- Receive lost and found items, track and inventory lost items and outreach to student body to collect them
- Manage rental items for student club use (i.e. outdoor lawn games, supply cart)
- Maintain suite lobby/waiting area, kitchen, office supplies (may include coordinating cleaning, ordering supplies)
- Collect and distribute mail

**Supporting Student Life Team – 25%**

- Assist with coordination of large scale, high-profile events (ticket distribution, catering orders, supplies and other materials)
- Coordinate logistics for in-person events in collaboration with Student Life team (including workshops and training sessions, large scale events and programs)
  - Ordering lunch for training sessions and staff meetings
  - Preparing and editing documentations and presentation materials
  - Securing appropriate meeting space for events/workshops
  - Assist with events both on and off campus, some evenings and weekends
  - Work closely with and coordinate vendor relationships,
- Manage multiple storage closets, and supply closet inventory for Student Life Office (including office supplies, logo store, student club room, and kitchen space)
- Provide logistical support for meetings and events, including space reservation, audio-visual equipment ordering, catering, and processing Institute forms
- Support Student Life staff with event planning, projects, and other OneSloan initiatives
- Manage food orders for department events and for student organizations
- Receive store deliveries of materials, supplies
- May update or contribute to Student Life website
- Provide other administrative support as needed

**Financial Support – 10%**

- Assist Financial Coordinator with student club financial processes and account transfers
- Process staff and student financial transactions credit card orders, reimbursement requests, travel, journal vouchers, and other transactions
- Manage and maintain financial records in digital archive
- Maintain student club records
- Track progress on financial processes and events
- Manage events calendar listings

**Other duties as assigned or required**

**Supervision Received:**

The administrative assistant reports to the Director of the Student Life Office.

**Supervision Exercised:**

This position does not have supervisory responsibilities.

**Qualifications & Skills:****Required:**

- Three years of experience
- High School diploma
- Authorized to work in the US
- Ability to work independently and with a team
- Highly skilled in MS Office suite (Outlook, Word, Excel, PowerPoint)
- Ability to multi-task in a fluid and fast-paced environment
- Attentive and responsive to customer service
- Great people skills, and positive attitude
- Positive disposition and desire to work with a diverse population
- Strong customer service orientation
- Proven ability to effectively prioritize work, multi-task visitors, and serve multiple managers
- Excellent listening and problem-solving skills
- Excellent interpersonal skills, flexibility, initiative

**Preferred:**

- Knowledge of MIT is a plus
- Ability to command the respect of MIT graduate students
- Familiarity with SAP preferred

**Competencies: contribute, collaborate, engage**

1. Ability to multitask and manage competing priorities while meeting deadlines and maintaining high standards of accuracy and quality.
2. Collaboration with others while respectfully advancing organizational goals and achieving desired outcomes.
3. Ability to manage ambiguity, anticipate needs, adapt quickly to complete tasks, and solve challenges that develop.

*\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position 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.*