



MIT Position Description

Job Title: Administrative Assistant 2	Position Title: Admin 2, OER Administration and Operations
Reports to: Project Manager	% Effort or Wkly Hrs: 100%
Department: Sloan OER, Administration and Operations	

Position Overview:

The A&O Admin Assistant II performs complex and diverse duties in support of the Office of External Relations (OER). They provide in-person front desk as well as virtual customer service to internal and external customers of the office. The admin also handles administrative and financial program services including receiving mail/deliveries, managing inventories, placing orders, and processing travel expenses, requisitions, financial transactions, and payments for OER. This position performs a variety of tasks related to staff on-boarding/off-boarding, data entry, data cleaning, reporting, and responds to inquiries requiring a broad understanding of A&O policies and procedures.

Principal Duties and Responsibilities (Essential Functions**):

Office Support Tasks (65%)

- Serves as OER’s ‘go to’ person for non-budget finance- and facilities-related questions, explaining and clarifying information.
- Provides front desk coverage and participates as a member of the 800-line phone coverage team (including being physically present in E60 4-5 days a week, required on Monday and Friday).
- Welcomes and assists OER visitors (vendors, guests).
- Receives and ensures all deliveries and mail reach their intended destination.
- Monitors and assigns tickets in the A&O ServiceNow ticketing system.
- Ensures the OER kitchens, supply cabinets, and printer rooms are tidy; manages associated inventories, including ordering/ replenishment of supplies.
- Maintains office technology and equipment inventories, including OER cellular plans, procurement/disposal of equipment, management of loaner equipment and ensures the availability of monitors, mice, batteries, cables, etc.
- Serves as a local expert in effectively using and troubleshooting AV equipment in the conference rooms. Provides support for hybrid meetings.
- Manages the OER All-Staff Meetings administrator rotation.
- Manages office-wide calendar meetings.
- Manages copiers and printers (including calling in service requests and taking scheduled meter readings).
- Handles scheduling of special cleaning/custodial services, shredding, painting, office moves, etc.
- Maintains department lists, updates listservs, etc.
- Maintains office key inventory and keys to OER closets.
- Locks/unlocks E60-112 and the first-floor kitchen as necessary.
- Completes tasks/checklist items related to recent promotions, on- and off-boarding.
- Assists with job postings for open searches in OER to ensure consistency and depth/diversity of candidate pool.
- Participates as a member of the Admin Partners team.



- Communicates holiday, wellness/work life balance offerings, training opportunities at Stand Up.
- Assists A&O with data entry, data cleaning, and research tasks; runs and delivers select reports.
- Assists in ordering catering and supporting OER events and meetings, as needed.

Financial Support Tasks (35%)

- Oversees transaction processing including credit card charges; approves all travel expenses and requests for payment, submits requisitions and invoices for approval for OER profit centers.
- Processes payment for office-wide vendors and maintains vendor log-in/access information.
- Manages OER departmental travel card.
- Maintains expert understanding of MIT VPF buying, paying, and travel policies and assists OER administrative and support staff in all matters related to procurement, travel, etc.

Other duties as assigned.

Supervision Received: Receives supervision from Project Manager in OER Administration & Operations.

Supervision Exercised: None.

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

High school diploma or equivalent required

Minimum 3 years of work experience in administrative, office or related experience required.

Strong technical skills including proficiency in Excel.

Ability to troubleshoot technical issues

Ability to manage multiple tasks efficiently in a high-pressure environment;

Strong customer service with meticulous attention to detail.

PREFERRED EDUCATION AND EXPERIENCE:

Experience using CRMs/fundraising/finance systems and MIT experience a plus.

Top Sloan Competencies

Engages

- Acts with caring and a sense of community while demonstrating genuine respect towards every person
- Acts with integrity and upholds the highest personal and professional standards
- Builds trust and credibility
- Assumes good intent when listening to and working with colleagues
- Aligns actions and makes decisions that further the school's mission
- Supports colleagues in their work to achieve excellence and contribute to the Institute's success
- Serves as an "active bystander" and intervenes when counterproductive behaviors are demonstrated by others

Builds diversity and inclusion

- Models and promotes the MIT values and contributes to an environment where everyone feels supported and is able to thrive
- Contributes to an open environment where all perspectives are encouraged, valued, and can be shared freely
- Demonstrates empathy and a sincere interest in the experience of others
- Advocates for and demonstrates an understanding of the qualities that promote and sustain a diverse community
- Acts with courage to address inequalities



- Acknowledges and works to mitigate unconscious bias
- Creates and supports a climate in which people can be themselves, do their best work, and contribute fully

Collaborates

- Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes
- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school
- Holds self and others accountable to agreed-upon outcomes and deliverables
- Takes initiative to support team deliverables
- Adjusts priorities in response to pressing and changing stakeholder needs

Contributes

- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment
- Demonstrates desire and drive for learning that enhances individual performance and contributes to organizational effectiveness
- Is self-directed and proactive while advancing work and achieving results
- Prioritizes own work to align with organizational goals
- Consistently delivers on goals, commitments, and priorities with high standards
- Prepares for discussions, meetings, and assignments in advance
- Anticipates needs and takes action
- Is tenacious and resourceful; finds a way forward
- Takes the next step to solve problems independently by presenting analyses, recommendations, and solutions
- Makes time to think and explore in addition to successfully executing tasks
- Identifies possibilities, translates ideas into action, and improves the way things gets done; makes a difference

*** 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.*