
MIT Job Description

Job Title: Administrative Assistant, Resource Development	Position Title: Administrative Assistant II, Alumni Relations
Reports to: Director, Alumni Relations	% Effort or Wkly Hrs: 100%

Position Overview:

The Administrative Assistant II (AAll), Alumni Relations is a vital and integral member of the Alumni Relations team, responsible for providing a high level of support that helps advance the goals of the Alumni Relations team as well as providing essential support to the Director.

The AAll will provide assistance to the MIT Sloan Alumni Board, including board call and meeting logistics. S/he will manage Reunion related data in support of the Reunion team and manage a series of student-alumni on-campus engagement events.

The AAll will support and anticipate the needs of a fast-paced team within a complex organization. The AAll will provide reporting, logistical support, administrative support and superior customer service to our alumni. S/he will provide support for the Alumni Relations team which will include managing data requests, administrative support including emails, and coding of volunteers and attendees. S/he will be the primary point of contact for general inquiries and requests made in the office. S(he) will manage the Alumni Relations budget as well as updating Alumni Relations team events to the website, maintain all updates to ensure accuracy of both.

Some travel, evening and weekend work may be required.

Principal Duties and Responsibilities (Essential Functions):**

Program Management – 40%:

- Alumni Board: Manage the administrative tasks associated with the MIT Sloan Alumni Board including set-up, recording and sharing of Webex/Zoom calls, taking meeting minutes, assisting with requests from board members, and assisting with virtual and on campus meetings such as logistics and arrangements.
- Reunion: Manage Reunion related data and logistics in support of Reunion activities.
- Student-Alumni Events: Manage a series of on-campus engagement events including a Welcome event and the Alumni Opportunities Fair.
- Primary Point of Contact for Alumni: Providing exceptional internal and external customer service to alumni, students, volunteers, faculty, administration, responding to inquiries, providing explanations and instructions.
- Data Support: Manage the Alumni Relations team data requests and reporting, event and volunteer coding, review of data and gathering information helpful in evaluating programs and events. Reviewing and compiling data from the alumni database across Alumni Relations functions, researching data and presenting findings to the team.
- Budget: Manage the Alumni Relations budgets including reconciliations and project alignment.

Administrative Support – 40%:

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- Director of Alumni Relations: Organizing and scheduling diverse and complex appointments and meetings, travel arrangements and reconciliations; team meetings and logistics; presentations, including the composition and editing of documents.
 - Alumni Relations team: including responding to requests related to volunteer management, data requests and input, and event needs.
 - Website pages: maintain and update relevant website pages as needed, adding club and Alumni Relations events to the website calendar.
 - Use internal systems to create and draft emails, invitations, newsletters, etc.

Volunteer Management and Alumni Relationship Building – 20%:

- MIT Sloan Clubs & Regional Reps: Provide a high level of customer service and support.
- iModules Point Person: Provide staff and volunteers with support for using iModules effectively and efficiently. Work with colleagues in the MIT Alumni Association to provide share platform developments and improvements in a timely and supportive manner. Training and continuous learning is expected and will be supported.
- Act as a representative of Alumni Relations as appropriate at events and work in support of partnerships with colleagues on events for alumni.
- Support alumni volunteers and offer a positive and impactful experience.

Other duties as assigned.

Supervision Received: This position reports to the Director of Alumni Relations

Supervision Exercised: None

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- A high school education or equivalent is required.
- A minimum of 3 years secretarial, office, or related experience is required
- Candidate must be outgoing and comfortable working as part of a collaborative team.
- Required technical skills include proficiency with alumni databases and PC standard applications including Microsoft Word, Excel, Publisher and PowerPoint.
- Must possess strong interpersonal and analytical skills and superior customer service skills.
- Experience working with volunteers, senior staff and administration a plus.
- Other required skills include: strong organization and presentation skills, written communication skills, as well as the ability to set goals and priorities in a fast-paced, demanding environment.
- Candidate must be: a self-starter, possess initiative and be detail-oriented.

PREFERRED QUALIFICATIONS:

- A Bachelor's degree is preferred.
- Writing, editing experience is preferred.
- Project management experience is preferred.
- Alumni Relations experience in a university, professional school or large non-profit organization is strongly preferred, customer service, sales or marketing experience desired.

** 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.