
MIT Job Description

Job Title: Mgmt 1, Admin & Operations	Position Title: Academic Area Coordinator, Management Sciences Area
Reports to: Sr Assoc Director	% Effort or Wkly Hrs: 100%
Department: Sloan – Academic Areas	

Position Overview:

The Academic Area Coordinator (AAC) provides a high-level of organizational and administrative management to the academic groups of the Sloan School of Management. In partnership with the Senior Associate Director, the AAC supervises a team of support staff responsible for the delivery of a dynamic portfolio of services to the Academic Area community, which includes Faculty and Other Academic Staff (OAS). The AAC must demonstrate a sustained high level of performance and achievement, and provide guidance to staff in their learning and development. The AAC also partners with the other Areas managers to coordinate the development and implementation of school objectives in the Academic Areas, as well as represent the Academic Areas to other Sloan and Institute departments. Must be able to manage, evaluate, and communicate clearly the various workflows within the Academic Areas so as to maintain alignment and consistency in business practices. The role requires interpretation and resolution of highly varied situations and problems, and excellent verbal, written communication skills and an aptitude for facilitating and cultivating relationships.

Principal Duties and Responsibilities (Essential Functions):**

Staff and Area Management, 50%

- Attract, hire, retain, and develop a strong pool of staff who provide direct day to day support to Faculty. May also include the development of a personalized onboarding approach per new staff member.
- Develop a diverse pipeline of candidates with complementary skills and competencies to fulfill the support needs of faculty; ensure faculty support needs and staff placements are aligned.
- Partner with Human Resources and other groups as needed to provide staff with coaching resources that provide Mentorship and focuses on Career Development. Implement performance development measures that are in line with Human Resources guidelines; this includes, monthly Sloan Chats, year-end performance reviews and conversations, and yearly goal setting, etc.
- Develop a metric system for own unit to measure the success of the faculty support provided by the team; e.g., tracking the successful launch of courses, completion of financial tracking and reimbursement processing, and overall management of events. It is expected that the metric system be reviewed and updated each academic year.
- Provide on-going coaching to all staff through timely, productive, and transparent feedback.
- Address unproductive behaviors effectively, discretely, and within a timely fashion.
- Initiate and manage the search process for new administrative staff, serves on the interview committee, develops personalized onboarding program, and coordinates implementation with Area trainers.
- Partner with other Area Coordinators to identify and share best practices and ensure open communication across academic groups.
- Manage short and long term projects that enhance the delivery of service to faculty.

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- Serve as a member of the Sloan Extended Leadership Team (ELT). Responsible for creating, implementing and managing programs within the Academic Areas which meet the desired goal of the team; examples include the development and management of three advisory boards to foster collaboration, cross Area communications, and efforts to help build a strong support network based on the sharing of information and best practices amongst admins and partner offices.

Faculty Affairs, 30%

- Cultivate relationships with the faculty to understand and evaluate their needs within the framework of their service to the school, specifically teaching and research.
- Develop processes and/or programs to address on-going needs; e.g., the Faculty + Staff working relationship project, operational performance metrics, re-organization and implementation of a new model to better use administrative resources to support core courses.
- Participate in cross-functional and cross-Area efforts to disseminate information regarding resources, best practices, and research services among the faculty; e.g., implementation of Canvas, Drupal, Concur 2.0, etc.
- Coordinate and manage the administrative components of the faculty search process for the Academic Area. This may include the coordination of the on-boarding of all new faculty of their respective area, including overseeing the faculty searches (faculty hiring process) across the Area; managing the staff that facilitate the transactional and logistical aspects of the faculty search process; also coordinating and overseeing new faculty house-hunting trips, relocation, and office setup, etc.
- Oversee the process of on-boarding and off-boarding OAS.
- May attend teaching plan meetings, and assist faculty in managing curriculum resources such as securing TAs or curriculum development TAs, using the Area course budget, and assisting in managing workflows between the support staff and TA.
- May manage the TA / RA process for respective Area including approvals, reporting, reconciliation and management of staff procedures that facilitate the TA hiring process.
- Deals with confidential issues as needed (e.g., payroll, salary information, performance matters, promotion and tenure, etc.), using discretion and judgment.

Faculty Support, 20%

- Support high level work for senior faculty in their roles as Group Heads. This may include, but not limited to centralizing the oversight of the group head accounts, managing the group heads support staff that handle the financial maintenance of these accounts. Provide consistency in business processes and work with group heads to identify opportunities across their respective Area to maximize those currently underutilized resources.
- May maintain complex calendars; as necessary, may include collaboration with administrative assistants.
- Scheduling: schedules diverse and complex appointments, meetings, and travel arrangements for high level Sloan processes (including junior and senior faculty recruiting, and PhD recruiting). Prepare complex itineraries for multiple constituents. Organize and assist in general preparation for external agency and sponsor visits.
- Compose and edit internal and external correspondence and documents on behalf of the faculty; require excellent written grammatical skills (e.g., letters of recommendation, peer reviews, fund proposal requests, etc.)
- Attend high-level meetings; record, interpret, draft, and distribute (pending approval) minutes from the meetings.

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- Collaborate with other MIT offices, programs, and centers in support of faculty and Academic Area activities. Serve as liaison between faculty and other groups internal/external to MIT.

Supervision Received: Receives minimal supervision from Academic Area Associate Director.

Supervision Exercised: Supervise a team of 2-6 administrative assistants – size of team will vary and is subject to review for portfolio balancing.

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree required.
- A minimum two years of administrative, office, or related experience required.

PREFERRED EDUCATION AND EXPERIENCE:

- Experience in academic services/working with faculty preferred.
- Requires thorough understanding of own work and how it impacts operations across the department as well as outside one's own work unit.
- Ability to recognize needs of the unit and how it impacts other Areas of MIT/Sloan and understand own role relative to all Areas.
- Ability to motivate and lead individuals and teams to desired outcomes.
- Advanced computer software skills required.
- Able to identify and learn new programs and software skills as necessary.
- Excellent presentation and oral and written communication skills.
- Must demonstrate discretion and good judgment with confidential information/issues.

Competencies:

1. Must demonstrate discretion and good judgment with confidential information/issues.
2. Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment.
3. Builds diversity and inclusion by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and is able to thrive.
11. Works towards team success with humility, both as a member and as a leader of formal and informal teams.
5. Influences others by gaining commitment, buy-in, and support.
6. Is self-directed and proactive while advancing work and achieving results.

** 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.