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## MIT Job Description

<b>Job Title: Mgmt 1, Admin &amp; Ops</b>	<b>Position Title: Academic Area Assistant Director</b>
<b>Reports to: Director</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Sloan – Academic Areas</b>	████████████████████
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### **Position Overview:**

The Academic Area Assistant Director (AAAD) provides a high-level of organizational and administrative management to the Academic Areas of the Sloan School of Management. In partnership with the Director, the AAAD supervises staff responsible for the delivery of a dynamic portfolio of support services to the Academic Area community, which includes faculty and other academic staff (OAS). The AAAD must demonstrate a high-level of performance and achievement and provide supervision, guidance, and mentorship to staff in their learning and development. The AAAD also partners with the other Academic Areas leaders to coordinate, develop, and implement school objectives within the Academic Areas, as well as represent the Academic Areas to other Sloan and Institute departments. The incumbent must be able to manage, evaluate, and clearly communicate the various workflows within the Academic Areas so as to maintain alignment and excellence in business practices. The role requires problem-solving, the ability to effectively navigate and implement change, and an aptitude for facilitating and cultivating relationships. The role demands a commitment to people management and development, as well as strategic oversight in optimizing workflows and procedures. The ideal candidate will be dedicated to upholding high standards and consistently delivering excellence in all aspects of their work.

This role is eligible for a hybrid work schedule with that status to be reviewed periodically. Hybrid work is considered a job flexibility and is guided by MIT Sloan and the Academic Areas' flexible work arrangement policies.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

#### *Staff Management and Development, 50%*

- Collaborate with the Area Director to lead and manage a high functioning support team focused on excellence.
- Attract, hire, onboard, retain, and develop staff who provide direct day-to-day support to faculty and OAS.
- Partner with Director, Human Resources, and other groups to provide staff with coaching resources, mentorship, and career development.
- Conduct performance evaluations and implement performance development measures that are in line with Human Resources guidelines; this includes monthly Sloan Chats, year-end performance reviews, annual goal setting, etc.
- In alignment with Academic Areas procedures, continuously monitor staff performance metrics, which include tracking the successful launch of courses, management of events, teaching support, completion of financial tracking and reimbursement processing, and overall management of tasks and requests.

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- Provide on-going coaching to staff through timely, productive, and transparent feedback; address unproductive behaviors effectively, discretely, and within a timely fashion while maintaining employee motivation; provide timely recognition of achievements and successes.
  - Manage projects, procedures, and training programs that enhance the delivery of service to faculty by staff.
  - Coach staff in monitoring faculty financial accounts and support staff in identifying and resolving account issues.
  - Lead and manage the search process for new administrative staff, serve on the interview committee, manage onboarding, etc.

#### *Unit Leadership and Operations, 30%*

- Serve on and contribute to the Senior Associate Dean & Chief Administrative Officer's Extended Leadership Team (ELT), the Academic Areas' management team, and the individual Area's leadership team.
- Collaborate with the Director to continuously improve operations, staff development, support services, budget processes, unit strategic plans, lead team meetings, etc.
- In partnership with the Director and Area Coordinator/s, evaluate, refine, and develop processes and/or programs to address Area needs, utilize resources, increase efficiencies, and maintain high operating and service standards such as annual planning of office space, TA hiring, Canvas and teaching support, financial processes, and more.
- Liaise with MIT Sloan Centers and Initiatives, Student Funding, Sloan Technology Services, Sloan Education Services, Teaching and Learning, and other cross-functional and cross-Area teams to ensure dissemination of information, continuity, best practices, and efficient operations.
- Cultivate relationships with the Area Head, Group Heads, and faculty to understand and continuously improve the support framework for teaching and research; work with Director and Group Heads to identify opportunities across their respective Area to maximize resources and address Group needs.
- Responsible for creating, implementing, and managing programs within the Academic Areas which meet the desired team objectives and performance standards such as the development and management of advisory boards, 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.
- Support staff and oversee the faculty search/hiring process for the Academic Area; plan and facilitate the Academic Area on-boarding of new faculty, from the coordination of new faculty house-hunting and relocation to office setup; oversee the process of on-boarding and off-boarding of OAS.
- Oversee the reporting, reconciliation and management of staff procedures that facilitate the TA/RA hiring process.
  - Maintain privacy and confidentiality with sensitive information (e.g., budgets, payroll, salary details, performance issues, promotions, tenure).

#### *Faculty Support, 20%*

- Provide administrative support to a small number of faculty, which may include financial reporting, event management, meeting organizing, teaching support, travel arrangements, etc.
- May attend teaching plan meetings, assist faculty in managing curriculum resources such as securing TAs or curriculum development TAs, and assist managing workflows between the support staff and TA union.
- Prepare complex itineraries for multiple constituents. Organize and assist in general preparation for external agency and sponsor visits.

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- 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.)
  - Complete purchases, financial reimbursements, travel expenses, pCard processing, etc. on behalf of assigned faculty; monitor assigned faculty accounts and support staff in identifying and resolving account issues.
  - Serves as liaison between faculty and other groups internal/external to MIT.

**Other duties as assigned or required.**

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

**Supervision Exercised:** Supervises administrative support staff.

**Qualifications & Skills:**

*REQUIRED EDUCATION AND EXPERIENCE:*

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

*PREFERRED EDUCATION AND EXPERIENCE:*

- Experience managing people and/or developing a team.
- Ability to motivate and lead individuals and teams to desired outcomes.
- Experience in academic services/working with faculty preferred.
- Ability to recognize needs of the unit, implement business protocols to address needs, and understand the strategic and down stream impacts of unit's work.
- Advanced computer software skills required; willingness to learn new technology tools to advance business processes.
- Excellent presentation, oral, and written communication skills.
- Demonstrate discretion and good judgment and maintain confidentiality as appropriate. Commitment to continuous improvement in their own work and in the work of others.

*MIT Sloan Competencies:*

1. Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment.
2. Demonstrates desire and drive for learning that enhances individual performance and contributes to organizational effectiveness.
3. Builds diversity and inclusion by modeling and promoting MIT values and contributing to an environment where everyone feels supported and is able to thrive.
4. Works towards team success with humility, both as a member and as a leader of formal and informal teams.
5. Fosters innovation and experimentation by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches.
6. Coaches and develops others by supporting learning and development to help maximize their potential.

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7. Acts with care and a sense of community while demonstrating genuine respect towards every person.
  8. Focuses on impact and outcomes while working to make a difference and achieve organizational goals.

\*\* 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.