

Job Description

Job Title: Administrative Assistant II	Position Title: Admissions Administrative Assistant, Operations
Reports to: Assistant Director, Admissions Operations	% Effort or Wkly Hrs: 100%
Department: Sloan Admissions	

POSITION OVERVIEW:

The Administrative Assistant II within the Admissions Operations Team, performs complex and diverse duties in support of the admissions processes for the MBA, Early MBA, Master of Finance (MFin), Master of Business Analytics (MBAn), MSMS, and Sloan Fellows MBA (SFMBA) programs. In addition, they provide administrative support for leadership and departmental projects. The Administrative Assistant anticipates and initiates actions regarding office operations which require knowledge of MIT Sloan and other departments. The Administrative Assistant is the first point of contact for visitors, telephone calls and emails to the Admissions Office. The AA responds to inquiries requiring a broad understanding of work-area policies and procedures and triages communications, providing explanations and instructions on a variety of topics. They ensure inquiries are addressed and resolved in a friendly and timely manner; requiring analysis and interpretation of a variety of situations, and determination of appropriate course of an action. Below is a list of activities that are representative of the types of responsibilities that someone in this position would fulfill.

Principal Duties and Responsibilities (Essential Functions):**

Supports day-to-day office operations (65%)

- Sits at the front desk of the Admissions Suite and welcomes visitors, interviewees, students, etc
- Responds to inquiries in person, on the phone and via email. Provides explanations, instructions, and ensures inquiries are addressed and resolved to prospective, admitted, and current students.
- Assists in the relationship with applicants and recommenders, troubleshoots technical and content related issues ensuring that all are resolved.
- Provides administrative support for multiple programs and projects. Initiates actions regarding daily office operations.
- Maintains complex CRM databases (Slate) – consolidating records, organizing first sources, creating emails, tracking applicants, data clean up, assisting in the collection of missing application materials. Encounters sensitive data/information.
- Monitors and orders office supplies (brochures, gifts, office supplies, etc.). Selects vendors, uses signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.
- Coordinates logistics for large mailings.
- Manages Office Vibe pulse survey which is distributed to Admissions team members on a periodic basis.
- Manages office wide calendars, contact lists and shared documents for the work area.
- Works in SAP and Concur systems, investigates and follows up on purchasing/accounting discrepancies. The Admissions Assistant prepares and processes purchasing and accounting forms. Works within an established budget and follows budgetary guidelines, selecting vendors, and has purchasing authorization. Resolves more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks.

Supports Senior Leadership (25%)

- Maintains calendar for Assistant Dean of Admissions
- Creates / edits PowerPoint presentations, and performs basic fact checking to update content
- Schedules appointments, books travel and meeting arrangements;

Other duties, as required (10%)

- The Administrative Assistant takes initiative to perform other administrative duties and update manuals and procedures as needed. He/She handles sensitive information in handling confidential information and documentation using discretion and judgment with the utmost professionalism. The AA may delegate to and follow up on work of others, train others regarding policies and procedures, and perform other related duties as required, including work performed at lower levels, when necessary.

Supervision Received: Receives minimal supervision from Assistant Director. May function as a high-level individual contributor or coordinator of multiple projects.

Supervision Exercised: May train and coordinate work of student employees and/or temporary staff.

Qualifications & Skills:

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REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma required, bachelor's degree preferred.
- Minimum of 3 years of administrative, office support, or related experience required
- Excel and PowerPoint proficiency.
- Demonstrated success in customer service – excellent interpersonal and communication skills
- Skilled at multi-tasking, setting priorities and meeting deadlines
- Essential organizational skills with attention to detail and ability to prioritize work
- An appreciation of diverse cultures and backgrounds and the ability to communicate effectively with a wide variety of constituencies.
- Deals with confidential information and/or issues using discretion and judgment.
- Ability and desire to work autonomously and excel in a fast-changing team environment in a flat organization and to function equally well as an initiator, facilitator and implementer.
- Ability and desire to work with/within a diverse community by modeling and promoting the values of MIT, including advocating for and demonstrating an understanding of the qualities that promote and sustain such a community

PREFERRED EXPERIENCE:

- General understanding of own work and how it impacts operations outside own work unit.
- Prior experience using the Technolutions Slate suite of products is preferred.
- Must show initiative and patience.

Competencies

- Strong desire to **Contribute** – manages ambiguity and navigates change; demonstrates desire and drive for learning; is self-directed and proactive
- Willingness to **Collaborate** – works toward team success; collaborates with others; communicates openly and effectively
- Passion to **Engage** within the community – act with caring and a sense of community; fosters innovation and experimentation; builds diversity and inclusion

*** 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.*