
MIT Job Description

Job Title: Mgmt 1, Admin & Operations	Position Title: Academic Area Coordinator
Reports to: Academic Areas, Senior Associate Director	% Effort or Wkly Hrs: 100%
Department: Sloan – Academic Areas	Grade 7

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 Senior Associate Directors 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. They 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.

Role eligible for hybrid work schedule that aligns with area guidelines.

Principal Duties and Responsibilities (Essential Functions):**

Staff Management, 50%

- Hires, retains and develops 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.
- Implements performance development measures according to the current guidelines set forth by Human Resources; this includes, monthly Sloan Chats, year-end performance reviews and conversations, and yearly goal setting.
- Provides on-going coaching to all staff through timely, productive, and transparent feedback.
- Addresses unproductive behaviors effectively, discretely, and within a timely fashion.
- Develops a metric system for own unit to measure the success of the faculty support provided by the team; i.e., 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.
- Partner with other 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.

Faculty Affairs, 20%

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- Cultivates relationships with the faculty to understand and evaluate their needs within the framework of their service to the school; specifically teaching and research.
 - Develops processes and/or programs to address on-going needs; i.e., the Faculty + Staff working relationship project, TIES Team Goals, re-organization and implementation of a new model to better use administrative resources to support core courses.
 - Participates in cross-functional efforts to disseminate information regarding resources, best practices, and research services among the faculty; i.e., implementation of Canvas, Drupal, Concur 2.0.
 - On-board all new faculty; this includes coordinating and overseeing new faculty house-hunting trips, relocation, and office setup.
 - May attend teaching plan meetings, and assists faculty in managing curriculum resources such as securing TAs or curriculum development TAs, use of the Area course budget, and assistance in managing the workflows between the support staff and TA.

Faculty Support, 20%

- Maintains 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). Prepares complex itineraries for multiple constituents. Organizes and assists in general preparation for external agency and sponsor visits.
- Composes and edits internal and external correspondence and documents on behalf of the faculty; requires excellent written grammatical skills (i.e., letters of recommendation, peer reviews, fund proposal requests)
- Deals with confidential issues (e.g., payroll or salary information, promotion and tenure process) using discretion and judgment.
- Attends high-level meetings; records, interprets, drafts, and distributes (pending approval) minutes from the meetings.
- Collaborates with other MIT offices, programs, and centers in support of faculty and Academic Area activities. Serves as liaison between faculty and other groups internal/external to MIT.

Special Projects, 10%

- Members 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 communication, and to help build a strong support network based on the sharing of information and best practices amongst admins and partner offices.

Other duties as assigned or required.

Supervision Received:

Receives minimal supervision from Academic Area Senior 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.
- Minimum of two years' administrative, office, or related experience.
- Demonstrated ability to work closely and supportively with colleagues, and establish effective working relationships, multitask, and work effectively in a pressured work environment.
- Requires thorough understanding of own work and how it impacts operations across the areas as well as outside 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.
- Advanced computer software skills required.
- Able to identify and learn new programs and software skills as necessary.
- Easily negotiates Internet; performs more complex searches.
- Strong organizational skills and creative self-starter who can work effectively both individually and as part of cross-disciplinary teams
- Excellent communication skills (interpersonal, oral, written and presentation)
- Must demonstrate discretion and good judgment with confidential information/issues.

PREFERRED:

- Sloan or MIT experience
- Management or supervision experience
- Project management experience

MIT Sloan Competencies: Collaborate; Contribute; Engage; Manage

- Collaboration with others while respectfully advancing organizational goals and achieving desired outcomes.
- Ability to manage ambiguity, anticipate needs, adapt quickly to complete tasks, and solve challenges that develop.
- Communicates openly and effectively by exchanging high-quality information, thoughts, and opinions in an open and timely manner within and outside the school.
- Focuses on Impact and Outcomes by working to make a difference and achieve organizational goals.
- Self-directed and Proactive in advancing work and achieving results.
- Ability to multitask and manage competing priorities while meeting deadlines and maintaining high standards of accuracy and quality.

*** 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.*

