

## MIT Job Description

<b>Job Title: Program/Project Administrator</b>	<b>Position Title: Assistant Director, MIT Sloan Regional Entrepreneurship Acceleration Program</b>
<b>Reports to: Travis Hunter, Director, MIT REAP</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: MIT REAP, MIT Sloan Global Programs</b>	

### **Position Overview:**

The Assistant Director of the MIT Sloan Regional Entrepreneurship Acceleration Program (MIT REAP) collaborates with MIT staff, faculty, clients, and vendors in the operations, delivery, and execution of MIT REAP, a global initiative across over 50 regions. In this highly visible role, the Assistant Director is a client specialist and will also be responsible for budgeting, planning, logistics, contracting and event execution along with the reconciliation of expenses for 4-6 executive-education style events and workshops per year with ancillary activities. The Assistant Director will report directly to the Director of MIT REAP.

The Assistant Director will be highly motivated and demonstrate exceptional project management, communication, and customer relationship and management skills to execute on world class innovation and entrepreneurial program, conference and event experiences. S/He must be highly organized, flexible, have the ability to thrive in a fast-paced environment and handle multiple projects with tight deadlines. This position will require international travel, and some night and weekend hours.

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

#### Client/Participant & Communications Management (40%)

- Manage learning management platform; onboard and manage all participants
- Design and support content development for workshops, lectures, digital classes for non-core program events
- Oversees schedule development for Workshops based on content flow, delivery timeline and Team engagement objectives
- Work with communications staff to ensure branding is consistent across all material and forms of communication
- Strategize with communications team including MIT Sloan Media Relations and other PR agencies to develop and execute on a timeline of strategic activities related to events and programs
- Identify and communicate with various sponsors and funders
- Drive media engagement and interest in events and programs, including social media (LinkedIn, Twitter, Facebook, op-ed, press release, interviews, videos)
- Communicate effectively and accurately with faculty, staff, speakers, co-organizers, and clients/participants via email and phone
- Prepare and finalize agendas and invitations (both physical and e-versions); develop and manage invitation lists and VIP lists

### Program / Event Planning & Delivery (30% required)

- Manage and execute conferences and workshops to include registration, hotel blocks, food and beverage planning, agenda, budget, meeting space allocation, special events, transportation and more. Experience managing large conferences and executive attendees is preferred
- Develop an events master plan and balance the requirements of numerous programs and events in various stages of planning
- Liaise with faculty and staff to design program agendas, activities, and content; finalize with Director
- Deliver portfolio of programs and events including workshops, conferences plus additional ancillary events
- Determine program and event requirements including internal and external resources
- Provide direction and oversee all aspects of events and programs including registration, dinners, talks, plenaries, breakouts, transportation
- Arrange hotel blocks, flights and car service when necessary
- Support audio visual support technicians and production teams to ensure equipment setup and troubleshoot problems, and create a comprehensive run of show
- Participate in site selection and site survey analysis
- Prepare post-event reports, surveys and metrics
- Strategize with other MIT and MIT Sloan offices entities for effective admission, enrollment, billing, bidding, registration, and client services processes to ensure all programs and events are all in compliance with MIT's rules and protocols

### Management and Leadership (20%)

- Contribute expertise to program and event management on strategic issues
- Evaluate and pilot new concepts in operations and event management
- Proactively identify areas for improvement in the operations and efficiency of programs, events and client management
- Act as a point of contact before, during and following all event deliveries
- Assistant in training of new staff with the Director of MIT REAP
- Provide day-to-day oversight and guidance to relevant staff in coordination with the Director of MIT REAP
- Assess post-event and program surveys; make recommendations to senior leadership on how to improve overall customer satisfaction
- Participate as an active member of MIT Sloan Global Programs and serve on sub-committees

### Resource Management (10%)

- Negotiate contracts and pricing with vendors and other resource providers
- Proactively identify suitable service and resource providers
- Manage all systems required to support clients and overall programming, including learning management system and vendor management system
- Make recommendations to Director of MIT REAP on staffing requirements
- Work collaboratively with MIT offices that help support events and client management including HR, IT and finance
- Manage international events with in-region event management staff

### **Supervision Received:**

- Reports to the Director of MIT REAP
- Determines appropriate work methods, plans and schedules, and prioritizes work based on goals and objectives to be achieved within the standards of work unit; carries out work activities independently

## **Supervision Exercised:**

- Recruit and train temporary staff, new event assistants and general staff on delivering professional events
- Supervise event staff

## **Qualifications & Skills:**

### *REQUIRED EDUCATION AND EXPERIENCE:*

- Bachelor's degree required
- Minimum 3 years of administrative, operations and/or project/program management

### *PREFERRED EDUCATION AND EXPERIENCE:*

- Minimum 3 years of experience in B2B event planning within a higher education or corporate environment
- Proven track record of successful conference / event management
- Strong communications, organizational, interpersonal, and time management skills
- Strong verbal and written communications skills; impeccable interpersonal skills
- Ability to work in a fast-paced environment and deal with last-minute changes and deadlines while showing grace under pressure
- Ability to work effectively with all levels of the organization
- Ability to work independently and as a member of a team
- High degree of resourcefulness, flexibility, and adaptability
- Innovation and entrepreneurial ecosystem experience
- International event experience
- Familiarity with MIT
- Social media skills
- Design skills

## **Competencies:**

### **Contribute**

**Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment

**Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness

**Is self-directed and proactive** while advancing work and achieving results

### **Engage**

**Acts with caring and a sense of community** while demonstrating genuine respect towards every person

**Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches

**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

### **Lead**

**Focuses on impact and outcomes** while working to make a difference and achieve organizational goals

**Influences others** by gaining commitment, buy-in, and support

**Initiates and sustains change** that creates value

\*\* 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.