

### MIT Job Description

<b>Job Title:</b>	<b>Administrative Assistant 3</b>	<b>Position Title:</b>	Sr Administrative Assistant, to Sr Associate. Dean & Chief Administrative Officer
<b>Reports to:</b>	Senior Associate Dean and Chief Administrative Officer	<b>% Effort or Wkly Hrs:</b>	100% Effort
<b>Department:</b>	MIT Sloan Office of the Dean		

**Position Overview:**

Under minimal supervision, the Senior Administrative Assistant provides complex, diverse, and high-level administrative support to the Senior Associate Dean and Chief Administrative Officer (CAO), as well as to senior administrative leaders on the Administrative Services team. They collaborate with the CAO to develop and maintain impactful relationships between MIT Sloan Administrative Services and their partners across the Institute and within the school. Role manages administrative communication and engagement across the community while providing outstanding customer service both internally and externally. They provide interpretation of and resolution to highly varied situations and problems, and function as a high-level individual contributor or coordinator of multiple projects.

This hybrid model allows for a weekly schedule of three days on campus, two days remote.

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

**Communication and Engagement: (40%)**

- Manage communication and engagement across the administrative function through regular contact with the CAO’s direct reports, extended leadership team, and other administrative assistants (and relevant staff) within the administrative groups.
- Proactively plans schedule of recurring meetings several months in advance and ensures that recurring meetings continue at predictable intervals.
  - Often drafts, edits, and finalizes presentation materials for group meetings (PowerPoint, shared documents, etc.). Collaborates with CAO’s direct reports to incorporate their contributions into materials for group meetings.
  - Participates in the management of special events including high-profile meetings with MIT colleagues and peers from other institutes of higher education; developing agendas, invitations, tracking attendance, preparing presentations.
- Participates actively as a member of the team in Administrative Services All Staff, Direct Report Group, and Extended Leadership Team meetings, as well as retreats/off-sites.
  - Manages logistics of these meetings as described above (Administrative Support).
  - Ensures timely communication of upcoming meetings and any information relevant to meeting preparation.
  - Supports onboarding of Administrative Services hires by hosting new hire breakfasts.
- Implements MIT and Sloan policies as appropriate.
- Makes decisions on issues and priorities for own work area; makes recommendations to solve and resolve highly complex problems.
- Proposes changes to aid in continuous improvement of office programs, processes, and operations.
- May make recommendations for solving problems of moderate complexity.
- Communicates actively with Senior Associate Dean about needs with respect to workload

**Administrative Support (30%)**

- Develops and maintains Administrative Services team SharePoint site and other electronic documents related to the Senior Associate Dean’s office.
- Proactively manages the Senior Associate Dean’s calendar, including all scheduling, travel, and meeting coordination.
  - Manages the Senior Associate Dean’s individual calendar and scheduling events across Administrative functions (Finance, HR, STS [Sloan Technology Services], FRS [faculty research services] and the Academic Areas, and Facilities/space planning).
  - Plans international and domestic travel as required for the Senior Associate Dean, using MIT’s online booking tool, Concur Travel, including the preparation and submission of expense vouchers, via the Concur travel system. Prepares complex itineraries for all travel, including booking lodging, air/train/automobile travel, and trip books.
- Manages space reservations and logistics related to meetings, including, when required, ordering and managing catering, ordering and managing delivery of AV equipment, preparation of supplementary materials (e.g., invitations, nametags).

- Maintains awareness of all projects in Senior Associate Dean's portfolio. Attends key meetings (direct reports group and others); helps prepare meeting agenda and keeps meeting notes; ensures all documentation from meetings is added to team site.
- Often prioritizes own work; work is reviewed at key stages by manager/administrative officer or team.
- Anticipates consequences of actions, potential problems, or opportunities for change.
- Work significantly affects multiple units within a single department. Job has short-to intermediate-term impact. Follows departmental procedures to complete work but may recommend changes to departmental processes. Decision making guided by general instructions and practices requiring interpretation.
- Performs other duties related to the administration of the Senior Associate Dean's responsibilities as discussed and agreed upon between self and Senior Associate Dean.

#### **Community Collaboration: (25%)**

- Collaborates effectively with peers across the Institute to assist the Senior Associate Dean in interfacing with Institute colleagues and officers, including, but not limited to, provosts, deans, and other key partners and peer institutions. Exhibits professionalism in interacting with internal and external constituencies; deals with confidential issues using discretion and sound judgment.
- As a member of the staff in the Office of the Dean, independently and in cooperation with other team members, provides outstanding internal and external customer service; may assist other faculty and staff in the Office of the Dean; may train temporary employees as needed.
- May develop factual presentations to inform and educate. Translates technical or procedural information into specifications or action plans. Conveys technical or complex information to others in non-technical terms.
- Helps others in clarifying somewhat complex problems; adapts or modifies established approaches. Identifies and selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions.
- Demonstrates an understanding of, and reflects in work produced, MIT Sloan's mission.
- Balances competing short- and long-term goals within one's area in alignment with the larger area's direction and objectives.

#### **Accounting and Reconciliation (5%)**

Manages and reconciles all accounts related to the Senior Associate Dean, ensuring timely reconciliation of all financial accounts, including vendor accounts, reimbursements, etc. Review expenditures for availability of funds within the budget, for accuracy, and for compliance with MIT/Sloan policies and procedures. Collaborates with Finance and Administration to resolve account discrepancies.

**Supervision Received:** Senior Associate Dean for Administration.

**Supervision Exercised:** May lead projects as requested. Guides or directs work of others who may perform similar or related work. Plans, organizes, prioritizes, and schedules work. Reviews work quality and output and processes to follow. May participate in interviewing potential candidates, contribute to performance reviews, make recommendations for training, and other development plans.

#### **Qualifications & Skills:**

##### **REQUIRED:**

- High school education or equivalent.
- Minimum of five years of related experience.
- Must be committed to working in a team of highly motivated professionals who play an important role in implementing the School's initiatives and to support the School's priorities.
- Must be service oriented, and comfortable working in a fast-paced environment. Confident; with outstanding interpersonal and organizational skills, including a strong detail orientation; resourcefulness; ability to manage a high volume of work.
- Requires full working knowledge of job/position responsibilities, procedures, practices, advanced training, or basic knowledge in a professional field.
- Requires general understanding of purpose and operations outside own work unit.
- Requires the ability to be self-motivated, to prioritize and manage multiple projects simultaneously, and to work both independently and as a team member with minimal supervision.
- Excellent verbal and written communication skills.
- Requires proficiency with PC standard applications including Microsoft Suite and PowerPoint; SAP and Concur highly desirable.
- Must be versatile, flexible, and tactful, and possess a high level of discretion to manage sensitive and confidential matters.
- Must be comfortable interacting with high-visibility executives, highly motivated students, and leaders of other MIT offices.

##### **PREFERRED:**

- Higher education experience preferred.
- Experience supporting senior administration desired.

**MIT SLOAN COMPETENCIES:**

**Collaborate:** Within one's unit or sphere of operation, determines people who are critical to accomplishing results, and may bring them together to problem solve or share workload. May lead groups through process of problem solving, soliciting ideas and opinions to form recommendations or action plans. Works to identify and solve issues in the group.

**Engage:** Working closely with colleagues in identifying, understanding, and meeting needs of the Senior Associate Dean's office.

**Contribute:** Efficient and effective in managing their job and supporting the mission of the school.

**Lead:** Serves as a mentor/developmental advisor and/or training resource to less experienced staff, providing an example with regard to quality of work. May ensure that others comply with established standards within one's own work unit. May provide guidance in routine tasks.

*\*\* 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.*