MIT Position Description

Job Title: Admin Assistant 1	Position Title: Welcome Desk Assistant, CDO
Reports to: Director, CDO Operations	% Effort or Wkly Hrs: 100%
Department: Career Development Office	Prepared by: Kerri Tierney
Grade 4	

Position Overview:

The Career Development Office (CDO) supports 1600+ students and alumni earning master's-level degrees in business at MIT's School of Management. In this role, the Welcome Desk Assistant will support a team of career advisors, employer relations and operations staff in their work with students and employers. This role will assist drop-in visitors, help them connect with staff, and answer questions like: How do I sign up for career advising? Where can I see sample resumes? Is there someone who can meet with me now? You will also help with day to day office management and provide support for on-campus event planning and execution.

The Career Advisors and the Employer Relations team are working a hybrid/flex model. This role is a key in-person presence that helps students connect with the right resources and team members.

Principal Duties and Responsibilities (Essential Functions**)

Onsite Operations (60%): The position is responsible for opening and closing the office daily, greeting visitors to the Career Development Office and providing reception support for a team of 30 on-site and remote staff members. Duties include using Outlook calendars and Robin room scheduling software to direct visitors to their appointment locations or inform them how to contact the relevant staff members; assisting with hybrid drop-in advising by connecting with the advisor on duty or showing them how to schedule an appointment using our internal tools. Visitors to the office include current students, prospective students, alumni, employers, faculty and staff. Strong customer service skills are essential, as the role involves frequent phone, email and Slack communication. Attention to detail is also crucial to ensure that accurate information is provided to students, companies and colleagues.

The Welcome Desk Assistant will track office supplies and place orders when needed. They will be the primary contact with MIT Facilities for any orders and requests. They will help to acclimate new employees to the office as a part of their onboarding process.

Event Support (25%): The Welcome desk assistant will assist with various aspects of event planning and execution, including booking rooms, submitting audiovisual (AV) orders, and preparing event carts and supplies. Responsibilities also include managing and updating the Career Development Office (CDO) event calendar, providing weekly updates on what is happening on campus via Slack, and setting up events for students, such as preparing handouts and arranging lunches. The role also includes preparing marketing materials to promote events and ensure successful outreach and engagement.

Systems Administration (10%): The Welcome Desk assistant supports the access to career development resources and technologies for students and alumni. This work will involve providing user information, tracking engagement with tools and troubleshooting with users as needed.

Projects (5%): With the guidance of the Director, CDO Operations this person will have the opportunity to work on a variety of ad hoc projects.

Other related duties as assigned.

Supervision Received: The Welcome Desk Assistant will report to the Director, CDO Operations

Supervision Exercised: none

Qualifications & Skills:

Required:

Education: High School diploma or equivalent required.

Experience: Minimum 2 years of administrative, office or related work experience required

Skills:

- Excellent interpersonal and customer service skills
- Demonstrated ability to balance needs of multiple stakeholders
- Highly self-motivated individual who is able to effectively prioritize and execute tasks in a fast-paced team environment
- Keen attention to detail; strong analytical and problem-solving skills
- Strong written and oral communication skills; computer and web/database literacy

The ideal candidate: enjoys working with a team, delivers great customer service, provides accurate answers, is good with details, and is highly motivated to learn about our resources, systems and processes. The candidate should also be effective at pivoting between in-person customer service work, project work with team members, and independent work learning about our resources and processes.

Preferred:

Education: Bachelor's degree in related field required.

Skills:

- Experience in a client or customer-facing role.
- PowerPoint, Canva and Excel experience

Location: This is a fully in-person role

Travel: None

Competencies: Contribute; Collaborate; Engage

** 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.