

MIT Job Description

Job Title: Administrative Assistant II	Position Title: Administrative Assistant, Exec ED
Reports to: Assistant Director of Administration	% Effort or Wkly Hrs: 40
Department: Office of Executive Education	Hiring pay range: \$27.00 - \$32.90
Grade 5 (non-exempt)	

Position Overview:

The Administrative Assistant II provides administrative and operational support to the Office of Executive Education (~60%), ensuring smooth day-to-day office functioning, including supplies, facilities, onboarding, and general office operations in coordination with the Assistant Director of Administration.

The role also supports systems, data, and program administration (~20%), including Salesforce CRM maintenance, program logistics, reporting, and expense processing, while coordinating with cross-functional teams.

In addition, the position contributes to engagement, events, and office culture (~20%) by supporting staff activities, internal events, vendor coordination, and process improvements.

This position is eligible for a hybrid work schedule, in alignment with Executive Education's established practices.

Principal Duties and Responsibilities (Essential Functions)**

Office Operations & Administrative Support (60%)

Ensuring smooth day-to-day functioning of the Exec Ed office

- Monitor and reorder office supplies/materials inventory
- Manage mail and package deliveries
- Maintain office spaces (huddle rooms, conference rooms, workstations)
- Ensure cleanliness, organization, and equipment functionality
- Maintain office equipment (Shred-it bins, laptops, etc.)
- Conduct physical and online inventory checks
- Track department assets (including laptop warranties)
- Support onboarding of new team members

Systems, Data & Program Administration (20%)

CRM accuracy, program logistics, and operational systems support

- Maintain CRM records in Salesforce (data entry, reporting, opportunity tracking)
- Process expense reimbursements and travel reports
- Support program logistics using SharePoint
- Submit bulk event approval forms for Open Enrollment programs
- Coordinate shipping of program certificates to participants
- Manage administrative data accuracy and reporting needs
- Support cross-functional teams (Program Directors, Finance, Marketing, Digital, Enrollment, Operations)

Engagement, Events & Office Culture (20%)

Internal engagement, coordination, and culture-building activities

- Organize monthly staff highlights (personal and professional) via Slack/SharePoint
- Coordinate monthly all-staff lunches and social hours
- Support events and special projects

- Manage vendor communications and invoice processing for office budget
- Contribute to office culture and staff engagement initiatives
- Continuously adopt new digital tools and process improvements

The Administrative Assistant II may assist other internal staff and perform additional duties as assigned.

Supervision Received:

This role will report to the Assistant Director of Administration. Supervision will be general. Employee determines appropriate work methods, plans, schedules, and prioritizes work based on goals and objectives to be achieved, within the standards of work unit. Consults with manager to resolve unusual problems, provide general direction and project management.

Supervision Exercised:

This position will not have any supervisory responsibilities.

Qualifications & Skills:

Required:

- High school diploma or equivalent
- Minimum of three years of administrative, office or related experience
- Requires excellent attention to detail and ability to manage and track multiple priorities.
- Requires strong oral and written communication skills, service orientation and collaborative work style.
- Must be professional, discreet, manage confidentiality, and comfortable interacting with diverse groups of colleagues.
- Requires excellent organizational, interpersonal and communication skills in person, by phone and via email, as well as the ability to prioritize, multi-task, work to quick deadlines, proactively determine needed actions, and adapt to rapidly changing priorities.
- Requires ability to work independently, as well as closely with and proactively suggest improvements or alternative solutions and other members of the team.
- Should be able to adapt to change and take on new projects.
- Strong skills in working with the MS Office Suite of software programs is required.
- Demonstrated ability to use and strong ability to proactively learn and adapt to new software and systems, including online collaboration and customer relationship management tools.

Preferred:

- College degree or equivalent experience
- Business experience in a fast-paced office environment preferred; preferably including knowledge of MIT.
- MIT experience preferred.
- Occasional overtime may be required.

Competencies: Collaborate; Contribute; 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.*