



Job Title: Administrative Assistant II	Position Title: Enrollment Associate
Reports to: Assistant Director, Enrollment ExecEd	% Effort or Wkly Hrs: 40hrs
Department: Executive Education	

Position Overview:

Working as a member of a collaborative marketing and sales team, coordinating participant enrollments for executive education programs, including the application, admission, registration, and tuition processes. Responsible for invoicing and collection of customer payments, reconciling financial information, and working with Finance and Administration to coordinate wire transfers and credit card processing. Advises potential participants on program content and format, and makes recommendations based on customer requirements. Represents MIT Sloan and the Office of Executive Education through interactions with thousands of senior managers and executives from throughout the world annually, managing customer relationships and ensuring customer satisfaction.

Principal Duties and Responsibilities (Essential Functions):**

Customer Service (50%):

- Manage relationships and communication with third-party education provider partners to ensure a seamless customer experience
- Advise participants, in conjunction with Program Directors, on program content and program plan of attendance to meet individual and organizational professional development goals

Operations (30%):

- Monitor the Open Enrollment program rosters to confirm that applications, registrations, and acceptance decisions are processed in a timely fashion
- Manage short- and long-term projects that enhance the total customer experience, from inquiry, through registration and payment, to program completion and post-program activities
- Contribute insight and expertise to registration and marketing teams on strategic issues
- Assesses, recommends, and implements continuous improvement changes; participates in the implementation and testing of new systems and databases; and performs related duties and special projects as assigned.

Financial Administration (20%):

- Monitor the incoming Open Enrollment program financials to ensure that payments are received and processed with respect to the ExecEd payment schedule and within F&A policies

Other duties as assigned or required

Supervision Received:

- Reports to the Assistant Director, Enrollment
- Consults with manager to resolve unusual problems or to provide general direction

Supervision Exercised:

- Will act on behalf of the Registration Team for Executive Education when speaking with participants.

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent
- Minimum 3 years of administrative, office or related experience Work effectively in a pressured work environment with changing priorities and limited supervision



- Demonstrate strong interpersonal skills and ease with both telephone, email and in-person contacts, including senior executives and high-profile clients
- Possess strong organizational and time-management skills, including ability to prioritize multiple, time-sensitive demands
- Proven ability to work effectively independently and as a team member in a dynamic environment
- Outstanding writing and communication skills, and a strict attention to detail
Strong computer skills using Excel, Word, PowerPoint, and Outlook, as well as CRM systems

PREFERRED

- College degree and at least three years of business experience preferred; experience in executive education or academic programs
- Maintain professional outlook and demeanor at all times, particularly during times of increased stress
- Possess solid knowledge of organizational policies and practices in order to effectively interpret and determine appropriate course of action
- Contribute to building a respectful, professional environment that operates at high productivity and efficiency
- Salesforce CRM experience preferred
- Experience in Executive Education or a business requiring comparable skills, with proven experience in a customer service organization preferred

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

Collaborate

- **Works towards team success** with humility as a team member and as an individual contributor to the teams overall success
- **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes
- **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school

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

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position 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*