
MIT Job Description

Job Title: Administrative Assistant 3	Position Title: Senior Administrative Assistant, Faculty Affairs and Research Services
Reports to: Director of Faculty and Research Services and Coordinator for Faculty Affairs	% Effort or Wkly Hrs: 100%
Department: Faculty and Research Services	Grade 6 support staff

Position Overview:

Under minimal supervision, provides complex, diverse, and high-level support for multiple departments within Faculty and Research Services (FRS), including for the Tenure and Promotion (T&P) process and various other Faculty Affairs processes at the MIT Sloan Dean's Office; the Sloan PreDoc Program; and the Faculty and Research Services team. Support for the confidential T&P process requires acute attention to detail; accuracy; discretion; flexibility with changing priorities; strong writing, proofreading, and editing skills; and technical competency using MS Office (primarily Word and Excel but also PowerPoint) and Adobe Acrobat. Attention to detail is also critical for data reconciliation and maintenance across multiple data sources for Faculty Affairs. Support for the Faculty and Research Services administrative team includes managing communication across FRS and the Centers and Initiatives administrative staff. Facilitates projects, meetings, and events for Faculty and Research Services and its subunits, ensuring progress and effective project management. Remote and hybrid work situations possible.

Principal Duties and Responsibilities (Essential Functions):**

Faculty Affairs Processes: (50%)

- Works with the Tenure and Promotion Team to support various stages of process, which may include task tracking and reminders; compiling various master documents on which the T&P process relies for reference; helping with reviewer-related tasks (e.g., bios, review letter management, correspondence); drafting, proofreading, and editing documents; and assisting with assembly of digital materials in preparation for Sloan Faculty Personnel Committee meetings as well as document preparation for MIT Academic Council. T&P tasks all require high attention to detail, careful adherence to specifications and directions, follow-through with multiple concurrent high-priority tasks, and flexibility as priorities change (sometimes suddenly if a "rush" case arises).
- Supports the annual Outside Professional Activities reporting process, which may include communicating with delinquents and helping to maintain related data and files.
- Assists with data entry, maintenance, and reconciliation across multiple data repositories—identifying, raising, and resolving discrepancies.
- Creates special lists as needed for Faculty Affairs, following complex and detailed instructions for parameters and process.
- Assists with other complex and diverse Faculty Affairs processes and administrative duties as needed.

Communication and Engagement: (20%)

- Manages communication and engagement across the administrative functions through regular contact with the Director of FRS's direct reports, Centers and Initiatives staff within the fifteen Centers and Initiatives at Sloan.
- Participates in the management of special events including high-profile meetings with MIT colleagues and peers from other institutions of higher education; developing agendas, invitations, tracking attendance, preparing presentations.
- Participates actively as a member of the team in Faculty Affairs and Research Services including team meetings, as well as occasional 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.
- Responds to complex inquiries from faculty, staff, students as well as other departments at MIT; researches and resolves problems, referring appropriately when necessary, but owning the issues through completion.
- 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 the Director of FRS about needs with respect to workload.

Administrative Support (20%)

- Maintains FRS team SharePoint site and other electronic documents related to FRS.
- Manages the FRS ServiceNow module, assigning tasks and monitoring for completion.

- Maintains awareness of all projects in the FRS portfolio. Attends key meetings (Director of FRS direct reports group and others); helps prepare meeting agenda and keeps meeting notes; ensures all documentation from meetings is added to team site.
- Manages scheduling events across Center and Initiatives as needed.
- 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).
- Often prioritizes own work; work is reviewed at key stages by FRS leadership.
- 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 FRS as discussed and agreed upon between self and the Director of FRS.

Collaboration: (10%)

- Collaborates effectively with peers across the Institute to assist the Director of FRS and the Coordinator of Faculty Affairs 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.
- 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 with supervisor consultation and approval. 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.

Other duties as required or assigned.

Supervision Received: The Senior Administrative Assistant reports to the Director, Faculty and Research Services and Faculty Affairs with daily oversight from the Assistant Director.

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: A Bachelor's degree and at least 5 years of administrative, office, or related experience; high capacity for and acute attention to detail and accuracy; excellent verbal and written communication skills, including a poised telephone presence, professional and clear writing, and ability to carefully proofread and edit, with sound understanding of grammar and punctuation; outstanding interpersonal, organizational, and project management skills; ability to meet multiple tight deadlines and prioritize work appropriately, and interact effectively with multiple constituencies; a proactive approach to responsibilities; proficiency with Microsoft Office (including Outlook) and Adobe Creative Suite; and discretion with confidential information.

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 Faculty Affairs in the Dean's Office and of Faculty and Research Services at large.

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.*