
MIT Job Description

Job Title: Academic Program Administrator	Position Title: Assistant Director for Participant Engagement, MIT Regional Entrepreneurship Acceleration Program
Reports to: Director, MIT REAP	% Effort or Wkly Hrs: 100%
Department: MIT REAP, MIT Sloan Global Programs	Grade 7

Position Overview:

The Assistant Director for Participant Success of the MIT Regional Entrepreneurship Acceleration Program (MIT REAP) collaborates with MIT staff, faculty, clients, and vendors in the operations, delivery, and execution of MIT REAP, a global initiative across over 150 regions. In this highly visible role, the Assistant Director will be responsible for managing relationships with more than 250 active participants and approximately 1,500 alumni, along with supporting faculty engagement, content development, and program operations and logistics such as the planning, logistics, and execution of 6+ executive-education style events and workshops per year with ancillary activities. The Assistant Director will report to the Director of MIT REAP.

The Assistant Director will be highly motivated and demonstrate exceptional project management, communication, and customer relationship and management skills to execute on world-class innovation and entrepreneurship conference and event experiences. They must be highly organized, flexible, able to thrive in a fast-paced environment, and able to manage multiple projects with tight deadlines. This position requires international travel, and some night and weekend hours.

Role eligible for hybrid schedule that aligns with department guidelines.

Principal Duties and Responsibilities (Essential Functions):**

Client / Participant & Communications Management (40%)

- Onboard and manage 3–4 overlapping cohorts of participants across 24-month flagship “Global Program” and 18-month customized “Focus Program”
- Set up and maintain learning management platform for each cohort; track and review participant deliverables including written assignments, presentations, and activity updates
- Strategize and work cross-functionally with communications team including MIT Sloan Media Relations and other PR agencies to develop and execute on a timeline of strategic activities related to events and programs
- Work with communications staff to ensure branding is consistent across all content and material, and to update material with new program developments and activities
- Create and maintain both external web pages of participants and internal participant tracker for faculty and staff reference, including participant rosters, background information and interests, and regular activities, progress, and press items

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- Support interim participant milestones and activities between major workshops and associated deliverables, including assignments, regular advising calls with faculty, and meetings and resource distribution for special interest groups e.g., innovation and entrepreneurship data, women in innovation and entrepreneurship, etc.
 - Develop and coordinate timeline for assignments and faculty advising calls across overlapping cohorts
 - Identify and communicate with various sponsors and funders both locally and internationally regarding their support of MIT REAP programming
 - Drive media engagement and interest in program, events, and participant activities, including social media (LinkedIn, Twitter, Facebook, op-ed, press release, interviews, videos)
 - Monitor news and relevant press on participants to share across communications partners for promotion
 - Communicate effectively and accurately with faculty, staff, speakers, co-organizers, and clients/participants on program content, assignments and event logistics
 - Prepare and finalize agendas and invitations (both physical and digital); develop, draft, and manage invitation lists and VIP lists
 - Manage key alumni engagement activities including alumni platform (SloanGroups) members, posts, and content sharing; quarterly alumni meetings, both virtual and in-person; and host proposals for international alumni workshops

Program / Event Planning & Delivery (35%)

- Contribute expertise to program and event management on topics such as travel logistics, run of show, and speaker management
- Evaluate and pilot new concepts in event operations, content, and management to enable more efficient use of resources
- Deliver portfolio of programs and events including workshops, conferences, plus additional ancillary events
- Support event planning, logistics and delivery, including venue, catering, registration, transportation; special events such as receptions, gala dinners, and tours; and more
- Maintain an events master plan and balance the requirements of numerous programs and events, both in-person and virtual, in various stages of planning
- Strategize with other MIT and MIT Sloan entities for effective admission, enrollment, billing, bidding, registration, and client services processes to ensure all programs and events are in compliance with MIT rules and protocols
- Lead on key content creation, including: preparing and updating schedules, updating faculty presentations, preparing worksheets, assembling pre-readings, and creating and collecting digital participant canvases
- Liaise with faculty and staff to design program agendas, activities, and content; finalize with event planning team
- Manage communications with participants leading up to and during events, including daily emails with important logistical information, materials and resources, and instructions
- Proactively identify areas for improvement in the operations and efficiency of programs, events, client management, and content development and delivery
- Manage master schedule of events and convenings and all calendar invitations between participants, staff and faculty

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- Act as a point of contact before, during, and following all event deliveries
 - Arrange hotel blocks, flights, and car service where necessary
 - Prepare event feedback surveys and metrics

Resource Management & Team Engagement (25%)

- Assist in training and onboarding of new staff with the Director of MIT REAP
- Provide day-to-day oversight and guidance to relevant internal and external staff in coordination with the Director of MIT REAP
- Assess post-event and program surveys; make recommendations to senior leadership on how to improve overall customer satisfaction
- Participate as an active member of MIT Sloan Global Programs and serve on sub-committees
- Represent MIT REAP and MIT Sloan Global Programs at domestic and international conferences, including leading panels and other sessions, managing informational booths, and actively developing new client leads
- Assist with identifying suitable service and resource providers
- Assist with maintaining all systems required to support clients and overall programming, including learning management system and vendor management system
- Manage international events with oversight of in-region event staff

Other duties as assigned or required.

Supervision Received:

- Reports to the Director of MIT REAP
- Determines appropriate work methods, plans, and schedules, and prioritizes work based on goals and objectives to be achieved within the standards of work unit; carries out work activities independently

Supervision Exercised: Recruit, train, supervise temporary event assistant staff

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree required
- Minimum 2 years of academic administration experience.
- Proven track record of successful conference / event management
- Strong communications, organizational, interpersonal, and time management skills
- Strong verbal and written communications skills; impeccable interpersonal skills
- Ability to work in a fast-paced environment and deal with last-minute changes and deadlines while showing grace under pressure
- Ability work effectively with all levels of the organization
- Ability to work independently and as a member of a team
- Proven ability to determine appropriate work methods, plans, and schedules, and prioritizes work based on goals and objectives to be achieved within the standards of work unit
- High degree of resourcefulness, flexibility, and adaptability

PREFERRED EDUCATION AND EXPERIENCE:

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- Master's degree.
 - 5 years of professional experience
 - Experience in B2B event planning within a higher education or corporate environment
 - Experience managing large conferences and executive attendees
 - Innovation and entrepreneurial ecosystem experience
 - International event experience
 - Familiarity with MIT
 - Social media skills
 - Design skills

Competencies: Collaborate; Contribute; Engage; Communication

*** 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.*