

MIT Job Description

Job Title: Administrative Assistant 3	Position Title: Sr. Administrative Assistant
Reports to: Assistant Dean, MIT Sloan Global Programs	% Effort or Wkly Hrs: 100%
Department: MIT Sloan Global Programs	Grade 6 (non-exempt)

Position Overview:

The Senior Administrative Assistant performs a variety of complex and diverse duties in a fast-paced globally facing environment in support of the MIT Sloan Global Programs Assistant Dean and GP Director levels. Will serve as a liaison for the Assistant Dean and manage scheduling, calendar, preparing and submitting expense reports, travel, document updates, respond for internal information requests, file maintenance, technology troubleshooting and other administrative items. The Sr. AA coordinates across all levels of faculty, staff, and students, and is a primary coordinator for the Assistant Dean with the MIT Sloan Global Programs department. Manages all backend databases and CRM for key meetings including those with other faculty, staff and, international visitors. The Sr. AA also supports special projects as needed such as website development/updates and vendor management. The Sr. AA will also support administrative scheduling across the department in an as needed basis. Role eligible for hybrid schedule that aligns with the department guidelines.

Principal Duties and Responsibilities (Essential Functions):

Responsibilities include:

- Administrative support to Assistant Dean and GP Leadership Directors (60%)
 - Executive Support: Provide high-level administrative support to senior leadership, including managing calendars, scheduling meetings, arranging travel, and handling correspondence
 - Meeting and Event Coordination: Coordinate meetings, conferences, and events, including logistics, agenda preparation, attendee coordination, and follow-up actions
 - Monitors entire calendar and identifies and mitigates conflicts
 - Schedules meetings across all faculty, staff, and team
 - Schedules all travel including flights, accommodations and transport
 - Submits all travel receipts, reimbursements and manages overall travel processing
 - Processes requisition creation and approvals as needed
 - Coordinates all delegations/major visits including agenda setting, attendees, catering, room reservation, etc.
 - Supports department and Assistant Dean and Directors' meetings by managing agendas and note taking and following up on key action items

- Coordinates across MIT Sloan Global Programs staff team (30%)
 - Office Management: Oversee day-to-day office operations, including maintaining office supplies, equipment, and facilities, and coordinating maintenance and repairs as needed
 - Communication Management: Manage incoming and outgoing communications, including phone calls, emails, and mail, and ensure timely and appropriate responses
 - Document Management: Organize and maintain electronic and physical files, records, and documents, ensuring accuracy, confidentiality, and accessibility for the leadership team of MIT Sloan Global Programs
 - Supports and maintains key documentation on standard operating procedures
 - Project Support: Provide administrative support for various projects, including tracking deadlines, milestones, and deliverables, and assisting with project documentation and communication
 - Including administrative support during conferences or events including miscellaneous tasks such as name tags and managing the registration table
 - Financial Administration: Assist with budget management for team offsites and meetings, expense tracking, vendor invoice processing, and other financial administrative tasks as needed with the Director of Finance and Operations
 - Human Resources Support: Assist with employee onboarding, and HR documentation management, and serve as a point of contact for employee inquiries
 - Team Support: Collaborate with team members and provide administrative support as needed, including scheduling meetings, preparing materials, and coordinating team activities (e.g. Program Coordinators)

- Technology Support: Assist with technology-related tasks, including setting up equipment, troubleshooting issues for conference calls and presentations
- Order all memorabilia, printing, and supplies for workshops in coordination with Assistant Director for Communications
- Supports special projects (10%)
 - Assist with special projects and initiatives as assigned, demonstrating flexibility and adaptability to changing priorities and requirements.
 - Supports MIT Sloan Global Programs website updates with Assistant Director for Communications, by providing content for MIT Sloan Global Programs quarterly newsletter and social media channels
 - Supports other key new initiatives or projects as directed by Assistant Dean for MIT Sloan Global Programs
- Other role related duties as assigned or required.

Supervision Received:

The Sr. Administrative Assistant reports directly to the Assistant Dean. Sr. AA receives minimal supervision on a day-to-day basis. Is expected to make decisions independently and keep Assistant Dean informed as necessary or issues of strategic importance. Sr. AA is also expected to make recommendations on key changes that would create efficiency and efficacy.

Supervision Received: This person has no supervisory responsibilities.

Qualifications & Skills:

Required:

- High School Diploma or equivalent
- Minimum of 5 years office administrative assistance or related experience required.
- Strong attention to detail with good judgement with confidential information
- Excellent English spelling and grammar proof-reading skills
- Interest in and ability to test and adopt new software tools quickly
- Multitask effectively and adapt to rapidly changing priorities
- Work with multiple stakeholders concurrently
- Communicate effectively and professionally, both verbally and in writing
- Strong interpersonal and cross-cultural communication skills
- Learn quickly and follow processes effectively, improving current processes
- Work effectively in a fast-paced and rapidly changing work environment
- Very organized with the ability to prioritize and meet deadlines with minimal supervision
- Function autonomously in a highly visible position in a fast-paced setting
- Move and lift objects weighing up to 30lbs.
- Strong computer and technical skills required, including MS Suite, Adobe Suite, WordPress, Monday.com, Slack, Pipedrive, and ability to learn new programs quickly

Preferred:

- Master's degree
- Familiarity with high education, MIT and MIT Sloan policies and procedures strongly preferred
- Strong interest in innovation and entrepreneurship development

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.*