

MIT Job Description

Job Title: Administrative Assistant 2	Position Title: Administrative Assistant II, GP
Reports to: Assistant Dean, MIT Sloan Global Programs	% Effort or Wkly Hrs: 100%
Department: MIT Sloan Global Programs	Grade 5, support staff

Position Overview:

The 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 AA coordinates across all levels of faculty, staff, and students, and is the primary administrative support staff 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 AA also supports special projects as needed such as website development/updates and vendor management. The AA will also support administrative scheduling across the department in an as needed basis.

Role eligible for a hybrid schedule that aligns with department guidelines.

Principal Duties and Responsibilities (Essential Functions):

Responsibilities include:

- Administrative support to Assistant Dean and GP Leadership Directors (60%)
 - Provides administrative support to senior leadership, including managing calendars, scheduling meetings, arranging travel, and handling correspondence
 - Coordinates meetings, conferences, and events, including logistics, invitation preparation, menu, name tags and presentation needs
 - Assists with meeting and event agenda preparation, attendee coordination, note taking and follow-up actions
 - Monitors GP calendar and identifies and mitigates conflicts
 - Schedules meetings across all faculty, staff, and team
 - Schedules travel including flights, accommodations and transport
 - Submits travel receipts, reimbursements and manages overall travel processing
 - Processes requisition creation and approvals as needed
- Team support (30%)
 - Monitors and orders office supplies, equipment
 - Coordinates facilities maintenance and repairs as needed
 - Manages incoming and outgoing communications, including phone calls, emails, and mail, and ensure timely and appropriate responses
 - Organizes and maintains 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
 - : Provides administrative support for various projects, including tracking deadlines, milestones, and deliverables, and assisting with project documentation and communication
 - Provides administrative support during conferences or events including miscellaneous tasks such as name tags and managing the registration table
 - 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

- Assists with employee onboarding, and HR documentation management, and serve as a point of contact for employee inquiries
- Collaborates with team members and provides administrative support as needed, including scheduling meetings, preparing materials, and coordinating team activities (e.g. Program Coordinators)
- Assists with technology-related tasks, including setting up equipment, troubleshooting issues for conference calls and presentations
- Orders memorabilia, printing, and supplies for workshops in coordination with Associate Director for Communications
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- 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 Associate Director for Communications, by providing content for MIT Sloan Global Programs quarterly newsletter and social media channels
 - Supports other key new initiatives or projects

Other role related duties as assigned or required

Supervision Received: The Administrative Assistant reports directly to the Assistant Dean. 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. 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 3 years administrative, office or related experience.
- 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
- Strong interest in innovation and entrepreneurship development

Preferred:

- Bachelor's degree
- A minimum of 5 years demonstrated secretarial or office administrative assistance
- Familiarity with high education, MIT and MIT Sloan policies and procedures strongly preferred

Competencies:

Contribute

1. **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
2. **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness
3. **Is self-directed and proactive** while advancing work and achieving results

Collaborate

4. **Works towards team success** with humility, as both a member and a leader of formal and informal teams
5. **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes
6. **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school

Engage

7. **Acts with caring and a sense of community** while demonstrating genuine respect towards every person
8. **Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
9. **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

Lead

10. **Focuses on impact and outcomes** while working to make a difference and achieve organizational goals
11. **Influences others** by gaining commitment, buy-in, and support
12. **Initiates and sustains change** that creates value

*** 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.*