



MIT Position Description

Job Title: Administrative Assistant 3	Position Title: Senior Administrative Assistant, MIT Sloan Health Systems Initiative
Reports to: Director, MIT Sloan Health Systems Initiative	% Effort / Wkly Hrs: 100% / 40 hours
Department: MIT Sloan Health Systems Initiative, Sloan School of Management	Grade: 6, Support Staff

Hiring Pay Range (HR to add): \$32.00 - \$38.50

Position Overview

Under limited supervision, the Senior Administrative Assistant provides advanced administrative support for the multiple programs and projects of the MIT Sloan Health Systems Initiative (HSI) and high-level support to the HSI Director. HSI's staff consists of the Director, this position, and a part-time communications consultant contractor; the Senior Administrative Assistant is accordingly the operational center of the Initiative and serves as its primary point of contact for HSI activities and communications.

The position anticipates and initiates action on daily operations, resolves complex and highly varied problems requiring in-depth knowledge of MIT and Sloan policies and procedures, and coordinates projects drawing on administrative resources across the School. HSI's work is somewhat seasonal, with peak scheduling in late summer and early fall and planning horizons of up to a year for the advisory board meeting, the Healthcare Certificate ceremony and the Annual HSI Workshop.

This position is fully on campus. Up to two days per week of remote work may be arranged by mutual agreement once the incumbent is established in the role. Occasional evening and weekend work is required in support of HSI events.

Principal Duties and Responsibilities (Essential Functions**)

Initiative Operations and Support to the Director — 25%

- Serves as primary point of contact for HSI activities and communications; responds to inquiries requiring an in-depth understanding of HSI, Sloan and Institute policies and procedures, taking ownership of inquiries and ensuring they are resolved.
- Manages the Director's complex calendar, accommodating multiple calendars and competing priorities across MIT, industry, healthcare and academic constituencies.
- Arranges complex domestic and international travel for the Director and HSI guests; prepares itineraries and trip materials and processes travel reimbursements and related forms.
- Composes and edits correspondence and other documents; writes content for and designs presentation materials; produces reports and charts as required; proofreads HSI materials.
- Anticipates and initiates actions regarding daily office operations. Identifies the need for and creates record-keeping systems; initiates and records changes to HSI's procedures so that operating knowledge is retained within the Initiative.
- Contributes to strategy on, and coordinates, projects requiring administrative resources across HSI and Sloan.
- Supports the work of the HSI faculty Director as needed, including scheduling on HSI-related matters.
- Deals with confidential financial, donor, student and personnel information using discretion and sound judgment.



Events, Seminars and the Advisory Board — 30%

- Plans and coordinates HSI's high-profile events, including the Advisory Board meeting, the Healthcare Certificate ceremony, the annual all-day HSI Lab workshop, the HSI seminar series, Healthcare Lab speaker sessions and research lunches. Planning requires coordination and input from multiple people and units and, for the largest events, timelines of up to a year.
- Develops invitation lists with input from the Director, issues invitations, confirms attendees, and arranges speakers once invited, including bios, abstracts, hosting, travel and gifts.
- Researches and secures venues; plans menus for complex meals and manages catering; reserves rooms and arranges audiovisual support; selects and orders speaker and guest gifts.
- Attends events in person for set-up, on-site problem resolution and close-out; may represent HSI at events.
- Designs and distributes event advertising across Sloan and MIT channels, video monitors and HSI mailing lists; maintains event listings and RSVP systems; tracks attendance; manages recording and dissemination of output. Creates post-event surveys and gathers, analyzes and reports the resulting data.

Programs and Course Support — 20%

- Provides advanced administrative support for the MIT Sloan Healthcare Certificate, including student registration, tracking, auditing, marketing and logistics. Works with the certificate operations group to execute and update the processes and tasks behind students earning the Certificate alongside their degree, including participation in its monthly coordination meetings.
- Supports Healthcare Lab and other health systems courses: creates student and host organization applications; prepares, formats and distributes course, case and assignment materials under the Director's supervision; administers Canvas and other learning platforms; coordinates with the teaching assistant.
- Interfaces with the Sloan student program offices and other MIT offices on behalf of course instructors before, during and after each course.
- Supports the administration of independent study and other health systems related courses as needed.

Financial Management and Reporting — 15%

- Monitors and reconciles HSI's sponsored research, gift, center and discretionary fund accounts on a monthly basis; investigates accounting discrepancies and resolves them; performs projections for individual accounts.
- Develops and maintains the HSI reporting spreadsheet tracking spend against budget, and produces the reports the Director uses to manage the Initiative.
- Prepares and processes invoices, requisitions, journal vouchers and purchase card transactions; serves as procurement card verifier and financial approver as authorized, and may authorize expenditures within established limits.
- Coordinates financial matters relating to courses, events, speaker travel and catering.
- Establishes supply budgets, selects vendors and uses signature and purchasing authorization within Institute policy.
- Works with Sloan Finance, the Office of External Relations and other Institute offices on communications, media relations, marketing, donor relations, sponsored research administration, donor and gift accounting, and related matters.

Relationships, Website and Communications Support — 10%

- Creates and maintains HSI's database of external contacts, recording interactions, commitments and outcomes.
- At the Director's direction, conducts follow-up correspondence and scheduling, and maintains ongoing working relationships with contacts.
- Maintains the HSI website through its content management system, ensuring accuracy, functional links, correct handling of images and timely posting of content.
- Maintains HSI's LinkedIn presence and mailing lists and drafts promotional copy for events and announcements.



- Supplies images, analytics and source material for the newsletter, articles and the Annual Report, and provides input into the newsletter software. Maintains the HSI photo and video library.
- Coordinates HSI activities with other individuals and groups at MIT Sloan interested in the health sector, including the student-run Healthcare Club.

Other role related responsibilities as needed or required.

Supervision Received: Supervision is provided by the Director of the MIT Sloan Health Systems Initiative. The position requires the ability to perform under limited supervision, resolving problems within its own operating area and issues arising from external parties.

Supervision Exercised: No direct reports. Monitors, guides and coordinates the work of student employees and temporary staff as they are engaged, and coordinates the work of the HSI communications consultant on shared deliverables.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required; bachelor's degree preferred.
- Minimum of five years' administrative, office or related experience.
- Advanced knowledge of administrative standards and processes, and a thorough understanding of how the work of the unit affects operations elsewhere at MIT and Sloan.
- Demonstrated experience planning and executing high-profile events end to end, including venue, catering, speaker logistics and on-site delivery.
- Demonstrated experience monitoring and reconciling accounts, resolving discrepancies and reporting on spend.
- Demonstrated ability to operate a web content management system, including posting content and resolving image and link problems.
- Ability to create and maintain databases and spreadsheets using Excel or comparable tools.
- Advanced computer software skills, including Microsoft Office, and the ability to identify and learn new programs and tools as required.
- Ability to anticipate, prioritize and work on multiple projects simultaneously and to meet multiple tight deadlines.
- Excellent interpersonal and written communication skills, including excellent grammar and proofreading ability.
- Ability to collaborate and interface credibly with faculty, students, industry leaders, donors, media and other MIT offices.
- Demonstrated discretion and judgment in working with confidential information.
- A proactive approach to projects, problem solving, communication and planning, and the ability to work with minimal direct supervision.

PREFERRED EDUCATION AND EXPERIENCE:

- MIT or other university experience; familiarity with MIT financial and administrative policies, and with tools including SAP, Concur, ECAT and Canvas.
- Experience supporting a unit, center or initiative where few tasks are covered by anyone else.
- Strong digital literacy, including effective and appropriate use of generative AI tools.



- Graphic design, desktop publishing or photo-editing skills.
- Experience with event registration and survey platforms such as Eventbrite and Qualtrics.

COMPETENCIES:

MIT Sloan Competencies particularly relevant to this role:

- Ability to multitask and manage competing priorities while meeting deadlines and maintaining high standards of accuracy and quality.
- Collaboration with others while respectfully advancing organizational goals and achieving desired outcomes.
- Ability to manage ambiguity, anticipate needs, adapt quickly to complete tasks, and solve challenges that develop.
- Is self-directed and proactive while advancing work and achieving results.
- Communicates openly and effectively, exchanging high-quality information within and outside the School.

*** 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.*