



MIT Position Description

<b>Job Title:</b> Administrative Assistant II	<b>Position Title:</b> Administrative Assistant II, OER Administration and Operations (A&O)
<b>Reports to:</b> A&O Associate Director	<b>% Effort or Wkly Hrs:</b> 100%
Department: MIT Sloan OER	<b>Grade 5, support staff</b>

**Position Overview:**

The Administration and Operation Admin Assistant plays a vital and integral role on the Administration and Operations (A&O) team, performing a wide array of complex and diverse administrative duties, operations, and financial support tasks including assisting with on- and off-boarding staff, managing/reconciling data and reporting, receiving and distributing checks and other deliveries, managing and replenishing inventories, supporting staff retreats and meeting, serving as a local technology/AV expert, and processing travel expenses, requisitions, financial transactions, and payments. The AA also provides professional front-facing support to both internal and external customers of the Office of External Relations (OER).

This position will be physically present in E60 4-5 days a week, including required Monday coverage.

**Principal Duties and Responsibilities (Essential Functions\*\*):**

**Office Support Tasks (65%)**

- Serves as OER’s ‘go to’ person for non-budget finance- and facilities-related questions, explaining, clarifying, and working with appropriate offices to find accurate information.
- Effectively and professionally assist MIT Sloan alumni, donors, and other OER visitors/callers.
- Manages and develops coverage plans and delivers staff training for answering OER’s 800 line, including creating a spreadsheet to track admin scheduling assignments, compiling an FAQ log of questions that are likely to come into the line, and training staff on the technical aspects of using the phone system as well as appropriate customer service protocols.
- Receives and ensures all deliveries and mail, including donations, reach their intended destination in a timely fashion.
- Monitors and triages service requests in the A&O ServiceNow ticketing system.
- Manages necessary tasks related to recent promotions, on- and off-boarding including identification of office space and preparation (organizing and scheduling necessary paint touch up, cleaning, etc.); triggering activation/deactivation of accounts to CRM and applicable applications such as Trello, EverTrue and OfficeVibe; alerting appropriate stakeholders in external departments of arrivals & departures, updating the OER org chart; distributing/collecting keys; ordering and distributing technology such as laptops, cell phones, MiFis, etc.; scheduling or providing tours of MIT and Sloan; reminding managers of next steps in on-boarding specific to role; delivery of basic training for alarms, phone, etc.
- Manages a central repository for OER job descriptions and performs an annual audit to ensure they are current.
- Assists with job postings and interview schedules for open searches in OER to ensure consistency and depth/diversity of candidate pool.
- Participates as a member of the Office Support Team (OST) meetings and ensures the effective management of meetings including prioritizing agenda items submitted to the Trello board, recording decisions and action plans/person responsible, and sending a reminder of such to meeting attendees.
- Maintains an understanding of office technology to manage equipment inventories, including OER cellular plans, procurement/disposal of equipment, management of loaner equipment and ensures the availability of monitors, mice, batteries, cables, etc.
- Serves as a local expert in effectively using and troubleshooting AV equipment in the conference rooms.



- Provides support for hybrid meetings including training on how to use technologies such as Zoom, Trello and AV equipment (when appropriate) to facilitate hybrid meetings.
- Manages office-wide calendar invitations including receiving requests and making calendar appointments on behalf of stakeholders internal and external to OER. Also, adds MIT holidays to calendars.
- Manages shared office equipment including copiers and printers, ensuring timely repair/service and accurate billing for services.
- Handles logistics related to office moves, scheduling of special cleaning/custodial services, shredding, painting, etc.
- Maintains and publishes information relevant to OER, and manages user accounts in applications such as Trello, donut, etc.
- Maintains office suite key inventory and manages access to E60-112 and the first-floor kitchen as necessary.
- Ensures OER shared spaces are well organized and sufficient inventory levels of supplies are maintained.
- Communicates timely information on behalf of the A&O team to all OER staff at Stand Up.
- Supports OER-wide events and meetings, including identification of optimal room set-up for hybrid meetings, menu selection, catering, AV coordination, survey facilitation, as needed.
- Identifies and recommends opportunities to streamline process and make improvement recommendations.

**Financial Support Tasks (35%)**

- Oversees transaction processing including credit card charges; approves all travel expenses and requests for payment, submits requisitions and invoices for approval for OER profit centers.
- Maintains understanding of MIT VPF buying, paying, and travel policies and assists OER administrative and support staff in all matters related to procurement, travel, etc. and serves in a help desk capacity for support staff in matters related to budget, procurement, travel, etc.
- Builds OER-specific internal tracking sheets for budget planning cycles.
- Records and reconciles data, completes research tasks; runs and delivers select reports.
- Processes payments for office-wide vendors and maintains vendor log-in/access information.

**Other duties as assigned.**

**Supervision Received:** Receives supervision from Associate Director in OER Administration & Operations.

**Supervision Exercised:** None.

**Qualifications & Skills:**

*MINIMUM REQUIRED EDUCATION AND EXPERIENCE:*

High school diploma and 3 years of work experience in an office required.

Strong technical skills including proficiency in MS Word and Excel.

Ability to troubleshoot technical issues; ability to manage multiple tasks efficiently in a high-pressure environment; strong customer service; meticulous attention to detail.

*PREFERRED EDUCATION AND EXPERIENCE:*

Experience using CRMs/fundraising/finance systems

MIT experience a plus.

**Top Sloan Competencies**

**Engages**

- Acts with caring and a sense of community while demonstrating genuine respect towards every person
- Acts with integrity and upholds the highest personal and professional standards
- Builds trust and credibility
- Assumes good intent when listening to and working with colleagues
- Aligns actions and makes decisions that further the school's mission
- Supports colleagues in their work to achieve excellence and contribute to the Institute's success



- Serves as an “active bystander” and intervenes when counterproductive behaviors are demonstrated by others

**Builds diversity and inclusion**

- Models and promotes the MIT values and contributes to an environment where everyone feels supported and is able to thrive
- Contributes to an open environment where all perspectives are encouraged, valued, and can be shared freely
- Demonstrates empathy and a sincere interest in the experience of others
- Advocates for and demonstrates an understanding of the qualities that promote and sustain a diverse community
- Acts with courage to address inequalities
- Acknowledges and works to mitigate unconscious bias
- Creates and supports a climate in which people can be themselves, do their best work, and contribute fully

**Collaborates**

- Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes
- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school
- Holds self and others accountable to agreed-upon outcomes and deliverables
- Takes initiative to support team deliverables
- Adjusts priorities in response to pressing and changing stakeholder needs

**Contributes**

- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment
- Demonstrates desire and drive for learning that enhances individual performance and contributes to organizational effectiveness
- Is self-directed and proactive while advancing work and achieving results
- Prioritizes own work to align with organizational goals
- Consistently delivers on goals, commitments, and priorities with high standards
- Prepares for discussions, meetings, and assignments in advance
- Anticipates needs and takes action
- Is tenacious and resourceful; finds a way forward
- Takes the next step to solve problems independently by presenting analyses, recommendations, and solutions
- Makes time to think and explore in addition to successfully executing tasks
- Identifies possibilities, translates ideas into action, and improves the way things gets done; makes a difference

*\*\* 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.*