
MIT Job Description

Job Title: Coordinator, Administration and Operations	Position Title: Coordinator, Administration & Operations
Reports to: Sr. Business and Process Analyst, Administration & Operations, OER	% Effort or Wkly Hrs: 100%

Position Overview:

The Coordinator, Administration and Operations will provide data and administrative services to the MIT Sloan Office of External Relations (OER) via the Administration and Operations team. Reporting to the OER Sr. Business and Process Analyst, Administration & Operations the individual will act as a key resource in data integrity and data management working collaboratively with MIT's Alumni Association and Resource Development offices participating in working groups such as Data Governance and iModules. This individual will work closely with the Sr. Business and Process Analyst, Administration & Operations on developing and implementing the direct mail strategy in support of the MIT Sloan Annual Fund including, but not limited to vetting data requests, clean-up of data files, troubleshooting data issues, and updating biographical data in Advance. Additionally, s/he will provide administrative duties to the Administrative & Operations team including travel reports, p-card processing, maintaining vendor lists, and serving as back-up on several processes. Develops and maintains administrative policies and procedures designed to increase efficiencies and reduce costs.

Principal Duties and Responsibilities (Essential Functions):**

Data Analysis & Management: (85%):

- Participates in direct marketing planning with Sr. Business and Process Analyst, Administration and Operations, for Annual Giving, cleaning mailing lists and ensuring data integrity through identification, request, and validation of data and coordination with vendors, maintain the direct marketing calendar, and utilize iModules (or MyEMMA) to send electronic solicitations;
- Vets data requests, secures data as necessary, understand what information is available in Advance and where it is located, and assists with information maintenance and data entry;
- Assists in data cleaning of mailing lists and special projects; recommends and implements data improvements to minimize ongoing clean-up activities;
- Documents policies and procedures related to data management and reporting;
- Runs and uploads to OER shared drive monthly and quarterly Campaign and gift reports for Sloan;
- Develops expertise and serves as a super user of Advance and iModules including training and troubleshooting for OER staff, manipulates Tableau reports, and identifies/run canned reports to meeting OER's needs for reporting;
- Develops expertise and serves as a super user, troubleshooting and training resource for MS applications (Excel, Word, Outlook, PowerPoint), including the ability to create Word merges, pivot tables, charts, advanced formulas in Excel, as well as other applications;

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- Audits data and technology processes for efficiency and makes improvement recommendations; implementing agreed upon data improvements to minimize ongoing clean-up activities;
 - Develops, documents, and manages plans to streamline processes, particularly related to Advance and technology utilization;
 - Trains staff in new policies and procedures as well as in the appropriate utilization of technology;
 - Other duties as assigned.

Administrative & Financial Duties (15%):

- Provides administrative support for the Ops team;
- Reviews and posts OER's procurement card purchases;
- Maintains OER vendor list and deployed licenses;
- Records and submits to vendor OER's monthly printer usage;
- Updates and shares with OER calendar and fiscal year end policies and procedures (in print and email)
- Assists with on- and off-boarding tasks such as updating phone and contact lists, updating door signs, delivering or facilitating training for new staff, setup desk, update photo copier email scanning preferences, update circulation lists, create a new mailbox, keys, business cards, nametags, update birthday/allergy lists, etc.;
- Serves as backup to the OER receptionist;
- Serves as back-up in Finance Tableau environment; populating cost collector data on newly created funds;
- Trains staff in new policies and procedures as well as in the appropriate utilization of technology;
- Other duties as assigned.

Decision Making and Judgment

Regularly makes decisions, provides process and technology recommendations, and takes independent action on matters affecting OER. Participates in OER strategy development including A3 projects. Demonstrates initiative, sound judgment, tact, and discretion. Enforces administrative policies and procedures.

Supervision Received:

Sr. Business and Process Analyst, Administration and Operations, OER

Supervision Exercised:

None

Qualifications & Skills:

Bachelor's degree and three-plus years of experience in a similar role required. Strong interpersonal skills; ability to develop/implement process improvements; project management experience; an independent thinker who can effectively collaborative to achieve goals; ability to manage multiple tasks efficiently in a high-pressure environment; meticulous attention to detail. Comfort as decision maker. Strong knowledge of Excel, Word, PowerPoint, Advance or similar systems and reporting software tools. MIT experience desired.

** 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.