
MIT Job Description

Job Title: Events Planning Assistant I	Position Title: Alumni Engagement Assistant
Reports to: Associate Director, Alumni Engagement Events	% Effort or Wkly Hrs: 40 hours
Department: OER - COMDEECI	Grade 5

Hiring pay range: \$27.50 - \$34.20

Position Overview:

The Alumni Engagement Assistant provides essential administrative, operational, and programmatic support to the Engagement Events and Strategic Alumni Engagement (SAE) teams within the Office of External Relations. The role supports high-level alumni engagement programs—including MIT Sloan Reunion and Executive Electives—by coordinating event logistics, developing registration systems, preparing communications and materials, and maintaining project timelines and documentation.

The role serves as a primary point of contact for alumni and internal partners, managing shared inboxes and delivering exceptional customer service. The position maintains alumni event information on the website and oversees data needs, including event coding, reporting, and monthly metrics. Additional responsibilities include tracking and reconciling Engagement Events and SAE budgets, processing financial transactions, and supporting departmental scheduling and administrative needs. Success in this role requires excellent communication skills, strong attention to detail, sound judgment, and the ability to anticipate needs in a fast-paced, highly collaborative environment across a complex organization.

This role is eligible for a flexible work schedule in alignment with the Office of External Relations practices.

Some evening, weekend, and travel commitments are required.

Principal Duties and Responsibilities (Essential Functions):**

Event Operations and Support – 60%

- Support the planning and execution of high-level alumni engagement and SAE events, coordinating logistics such as facilities, décor, catering, audiovisual needs, and vendor arrangements.
- Manage all engagement event registration processes, including developing complex registration systems, creating online forms and webpages, monitoring responses, and leading onsite check-in.
- Produce key event materials including invitations, nametags, attendee lists, briefing documents, and pre- and post-event communications, ensuring accuracy and confidentiality.
- Draft, proofread, and coordinate event communications and promotional content in collaboration with the OER Communications Team. Maintain and update relevant website pages and events calendars.
- Serve as a resource for event and space use policies, providing guidance on scheduling procedures, checking space availability, and ensuring the accuracy and completion of required documentation.
- Maintain project management systems, timelines, and documentation, enhancing processes and leveraging monthly metrics to evaluate event performance.

Budget and Reporting – 15%

- Assist in managing the Engagement Events and SAE budgets, including expense tracking, reconciliations, and project alignment.
- Prepare, process, and follow up on MIT financial forms, including requisitions, travel reports, payment requests, purchase orders, and invoices. Ensure accuracy and timely completion of all financial documentation.
- Manage data and metrics in support of alumni engagement activities, including event coding, monthly metrics reviews, reporting, and data requests from the Engagement Events and SAE teams. Compile and analyze information to support presentations, assessments, and continuous improvement of programs and events.

Alumni Support – 10%

- Provide exceptional customer service to alumni, students, donors, volunteers, faculty, and staff by responding promptly and professionally to email, phone, and in-person inquiries. Offer clear explanations, guidance, and support in both virtual and onsite settings.
- Manage the Alumni and Reunion email accounts, triaging and responding to general inquiries related to alumni engagement and events. Identify issues, provide solutions, and escalate matters when appropriate.
- Oversee inventory of branded alumni swag and office supplies, ensuring accurate stock levels, timely replenishment, and cost-effective purchasing. Coordinate orders as needed to support ongoing departmental operations.

Administrative Support – 5%

- Proactively and independently schedule diverse and complex meetings for the Director, Campaign and Engagement Events and Director, Strategic Alumni Engagement.
- Assist with notetaking and follow-up for team meetings.
- Perform other office and administrative duties to support the Office of External Relations in collaboration with other administrative partners. Support alumni engagement project work as assigned including internal working group activities and representation of External Relations at school or Institute-wide events.

Supervision Received: Reports to the Associate Director, Alumni Engagement Events

Supervision Exercised: None

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- High School diploma or equivalent experience required.
- Minimum 3 years of administrative or events support experience required.
- Candidate must be comfortable working as part of a collaborative team.
- Required technical skills include PC standard applications including Microsoft Suite, Zoom, Qualtrics, and event management platforms such as Cvent.

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- Must have strong interpersonal skills and analytical skills and superior customer service skills.
 - Experience working with alumni, volunteers, senior staff, and administration a plus.
 - Other required skills include: strong organization and presentation skills, written communication skills, and ability to set goals and priorities in a fast-paced, demanding environment.
 - Candidate must be a self-starter, possess initiative, and be detail-oriented.

PREFERRED EDUCATION AND EXPERIENCE:

- Writing and editing experience is preferred.
- Project management experience is preferred.
- Customer service, events, or marketing experience in a university, professional school or large non-profit organization is preferred.
- Technical experience with event management software is a plus.

MIT SLOAN COMPETENCIES

- Collaborates with others
- Works towards team success
- Demonstrates desire and drive for learning
- Is self-directed and proactive

*** 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.*