

## MIT Position Description

<b>Job Title:</b> Administrative Assistant 3	<b>Position Title:</b> Senior Administrative Assistant, Office of External Relations
<b>Reports to:</b> Associate Director, A&O (with dotted line to Associate Dean for External Relations and International Programs)	<b>% Effort or Wkly Hrs:</b> 100%
<b>Department:</b> MIT Sloan Office of External Relations	Grade 6, nonexempt

### **Position Overview:**

The Senior Administrative Assistant performs complex and diverse duties in support of the Associate Dean for External Relations. They anticipate and initiate actions regarding office operations which require in-depth knowledge of the Institute, MIT Sloan, Office of External Relations, and other departments. Additionally, they provide interpretation of and resolution to highly varied situations and problems and functions as a high-level individual contributor or coordinator of multiple projects and teams, deals with confidential issues using discretion and sound judgment. This position works flexibly as it relates to Associate Dean's schedules including occasional evening and weekend work and a hybrid work schedule with the need to be physically in the office (generally 3 days a week).

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

#### **Administrative Support (70%)**

- Proactively manages the Associate Dean's calendars, including accurately marking complex travel arrangements and scheduling arrangements for external visitors and departmental meetings
- Maintains an organizational email filing system for the Associate Dean's inbox, including drafting email responses, and ensuring responses that are confidential, effective, and efficient.
- Creates travel materials for each trip, including a detailed itinerary with travel logistics, compiling visit goals and briefing materials to prep Associate Dean for all trips; handles flight check-ins and coordinates logistics with travel agency.
- Collaborates effectively with peers across the Institute to assist the Associate Dean in interfacing with deans, vice presidents, college presidents, donors, development officers, and other key partners.
- Exhibits professionalism and the highest level of confidentiality in interacting with internal and external constituencies, often relying on using discretion and sound judgment.
- Manages information flow to and from the Associate Dean in an effort to streamline communication; reads, researches, and routes correspondence and inquiries with an eye to maximizing effectiveness of the Associate Dean's time.
- Maintains awareness of all projects and active prospect/donor relationships in Associate Dean donor portfolios and calendars.
- Works flexibly as it relates to Associate Dean's travel schedules, with respect to time zone differences and international trips.
- Creates presentation materials; produces reports and charts, as necessary.
- Works closely with Executive Assistant of the Dean; serves as backup to her role in supporting the Dean and assist in Deans' floor duties, including floor coverage, coordinate letter signings for the Dean, greeting and welcoming guests, and coordinating conference space.

#### **Office Management Support (30%)**

- Provides administrative support for two department wide all staff retreats and quarterly staff meetings that may include leading the planning and execution of 50+ staff and speakers, coordinating catering, A/V, speaker management, room accommodations for overnight retreats, and all PowerPoint presentations.
- Manage department vendors, working closely with Associate Director, Administration and Operations, to review contracts and create a streamlined communication process and timely payments.
- Assist in managing OER and OIP-wide budget, in collaboration with Associate Director, Administration & Operations.
- Shares responsibility for certain day-to-day operations functions in collaboration with Associate Dean; in matters related to office operations (i.e., travel planning, expense management, meetings/events planning, etc.), determines and may develop procedures and recommend changes to work area processes (requires in-depth knowledge of the Institute and other departments).

- Provides guidance and leadership in non-routine administrative tasks such as management of office space, office-wide activities, and operational procedures; with Associate Dean and others, determines departmental procedures and processes that impact all staff within OER.
- Acts as senior administrative professional representing all of OER and demonstrates leadership within the administrative team; serves as a trainer/resource for administrative assistants; participates as a member of the Operations Support Team (OST).
- Demonstrates an understanding of, and reflects in work produced, MIT Sloan's mission and goals of OER.

**Other duties as assigned**

**Supervision Received:**

- Receives supervision from the Associate Director of OER Administration and Operations with dotted line supervision from the Associate Dean for External Relations and International Programs

**Supervision Exercised: None**

**Qualifications & Skills:**

*REQUIRED EDUCATION AND EXPERIENCE:*

- High school diploma or equivalent required.
- Minimum 5 years of administrative, office or related experience.
- Strong technical skills including proficiency in the Microsoft Office Suite
- Meticulous attention to detail and organization skills
- Excellent verbal and written communications skills
- High level of confidence and discretion to manage sensitive and confidential matters
- Ability to parse data and information to develop creative, rational solutions.
- Ability to think critically, and tackle ambiguity and complex problems effectively and efficiently
- Ability to work both independently and as part of a team with minimal supervision
- Willingness to take initiative to identify problems and complete tasks without requiring instruction or guidance from a supervisor.
- Positive and service-oriented
- Comfortable working and able to manage multiple tasks efficiently in a fast-paced and complex environment with shifting priorities
- Resourcefulness, and ability to manage a high volume of work are essential
- Occasional evening and weekend work is required; hybrid work schedule with the need to be physically in the office (generally 3 days a week).

*PREFERRED EDUCATION AND EXPERIENCE:*

- Education: BS/BA preferred
- MIT or Development experience preferred
- Previous experience providing executive level administrative support preferred
- Familiarity with budgets and financial processes

***Top Sloan Competencies***

**Contribute**

- Anticipates needs and takes action
- Prioritizes own work to align with organization goals
- Consistently delivers on goals, commitments, and priorities with high standards
- Makes decisions amidst uncertainty, when necessary, sometimes without having all relevant information
- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment
- Adjusts style and approach as appropriate to the needs for the situation

**Collaborate**

- Adjusts priorities in response to pressing and changing stakeholder needs
- Is empowered to manage and follow up on activities and people in order to achieve goals
- Takes initiative to support team deliverables
- Works respectfully and effectively across organization boundaries and hierarchies
- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in a transparent and timely manner 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.*