



MIT Position Description

Job Title: Administrative Assistant III	Position Title: Senior Administrative Assistant, Office of External Relations
Reports to: Assistant Director, Development Operations (with a dotted line to Senior Associate Dean, External Engagement)	% Effort or Wkly Hrs: 100%
Department: Office of External Relations	Grade 6 (non-exempt)

Position Overview:

The Senior Administrative Assistant provides high-level organizational and administrative management in support of the Senior Associate Dean for External Engagement and the Office of External Relations. The individual will independently perform complex and diverse duties as a key resource. 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. With a keen focus on confidentiality and sound judgment, they manage sensitive issues with discretion. The role demands flexibility, including occasional evening and weekend commitments, and embraces a hybrid work schedule with flexible office presence (generally three days a week).

Principal Duties and Responsibilities (Essential Functions):** (include percentages to equal 100%)

Administrative Support (70%)

- Proactively manages the Senior Associate Dean’s calendars, including accurately marking complex travel and scheduling arrangements for external visitors and departmental meetings.
- Maintains an organizational email filing system for the Senior Associate Dean’s inbox, including drafting email responses and ensuring responses are confidential, effective, and efficient.
- Manages registration and attendance logistics for the Sr. Associate Dean at key institute gatherings. Provides proactive support in coordinating schedules, ensuring seamless participation and representation at strategic events.
- Creates travel materials, including a detailed itinerary with travel logistics, compiling visit goals and briefing materials to prepare the Senior Associate Dean for all trips; handles flight check-ins and coordinates logistics with travel agency.
- Manages, prepares, and processes briefing materials of all active prospect/donor relationships in the Senior Associate Dean’s portfolio.
- Collaborates effectively with peers across the Institute to assist the Senior Associate Dean in interfacing with deans, vice presidents, college presidents, faculty, alums, donors, development officers, and other key stakeholders to ensure alignment of donor engagement efforts with organizational goals and priorities.
- Exhibits professionalism and the highest level of confidentiality in interacting with internal and external constituencies, consistently using discretion and sound judgment.
- Demonstrates high dedication and flexibility by accommodating different time zones for critical events and the Senior Associate Dean’s international trips, including occasional work outside regular hours to ensure seamless support and coordination.
- Collaborates closely with the dean's executive assistant, serving as a strategic backup in supporting the dean and managing the dean’s floor duties. This includes providing floor coverage, coordinating letter signings for the Senior Associate Dean, greeting and welcoming guests, and managing conference space. Proactively coordinates and optimizes scheduling overlaps between the Senior Associate Dean and the Dean to ensure seamless executive operations.

Office Management Support (30%)

- Provides administrative support for two department-wide all-staff retreats, quarterly staff meetings, and OER managers 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.
- Shares responsibility for certain day-to-day operations functions in collaboration with Senior 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).



- Provide guidance and leadership in non-routine administrative tasks such as management of office space, office-wide activities, and operational procedures with the Senior Associate Dean and others, as well as determine departmental procedures and processes that impact all staff within OER.
- Acts as a senior administrative professional representing all 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 role related duties as required.

Supervision Received: Receives supervision from the OER Assistant Director of Development Operations and dotted line supervision from the Senior Associate Dean for External Engagement.

Supervision Exercised: None

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required.
- Minimum five 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 communication skills
- High level of confidence and discretion in managing 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; a hybrid work schedule requires being physically in the office (generally three 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 MIT 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
- Adjust style and approach as appropriate to the needs of the situation

Collaborate

- Adjusts priorities in response to pressing and changing stakeholder needs
- Is empowered to manage and follow up on activities and people 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 Americans with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the duties' purpose and result rather than how they are performed. The following definition applies: a job function is necessary if removing that function would fundamentally change the job.*