



## MIT Position Description

<b>Job Title: Administrative Assistant 3</b>	<b>Position Title:</b> Senior Administrative Assistant, Office of External Relations
<b>Reports to:</b> Senior Associate Dean for External Relations and International Programs and Executive Director of External Relations	<b>% Effort or Wkly Hrs:</b> 100% / 40 hours
<b>Department:</b> MIT Sloan Office of External Relations	

### Position Overview:

The Senior Administrative Assistant performs complex and diverse administrative duties under the direction and in support of the Associate Dean for External Relations and Global Programs. They anticipate and initiate actions regarding office operations which require in-depth knowledge of the Institute, MIT Sloan, and other departments. Additionally, they provides 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. In-person campus work is required with a transparent, flexible work arrangement to include some remote work.

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

#### ESSENTIAL DUTIES – SENIOR ASSOCIATE DEAN (90%)

- Proactively manages the Sr.Associate Dean’s calendars, including accurately marking complex travel arrangements and scheduling arrangements for external visitors and departmental meetings, drafting email responses, and creating an organizational email filing system, that is 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 Senior Associate Dean and Executive Director for all trips; handles flight check-ins and coordinates logistics with travel agency.
- Independently composes and edits correspondence, presentations, tables and graphics, and independently responds when appropriate.
- Acts as senior administrative professional representing all of OER and demonstrates leadership within the administrative team; serves as a trainer/resource for administrative assistants; leads regular meetings for support staff; strategizes on and coordinates projects requiring department’s administrative resources, hosts trainings on calendaring, briefings, and other practices with administrative staff and serves as go-to person for new administrative assistants’ onboarding.
- Collaborates effectively with peers across the Institute to assist the Senior Associate Dean and Executive Director 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 Sr. Associate Dean in an effort to streamline communication; reads, researches, and routes correspondence and inquiries with an eye to maximizing effectiveness of the Sr. Associate Dean time.
- Maintains awareness of all projects and active prospect/donor relationships in Sr. Associate Dean donor portfolios and calendars.
- Provides guidance and leadership in non-routine administrative tasks such as management of office space, office-wide activities, and operational procedures; with Sr. Associate Dean and others, determines departmental procedures and processes that impact all staff within OER.
- Manages and runs two department wide all staff retreats and quarterly staff meetings; 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 Sr. 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 Sr. Associate Director, Administration & Operations.
- Works flexibly as it relates to Sr. Associate Dean travel schedules, with respect to time zone differences and international trips.
- Shares responsibility for certain day-to-day operations functions in collaboration with Sr. 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).
- Creates presentation materials; produces reports and charts as necessary.
- Demonstrates an understanding of, and reflects in work produced, MIT Sloan's mission and goals of OER.

ADMIN SUPPORT – OFFICE OF THE DEAN (10%)

- 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.

**Supervision Received:** Senior Associate Dean for External Relations and International Programs and Executive Director of External Relations

**Supervision Exercised:** May lead projects as necessary

**Qualifications & Skills:**

Required:

- High school diploma or equivalent
- Minimum 5 years of administrative, office, or related experience
- Must be self-motivated, service-oriented, and comfortable working in a fast-paced and complex environment with shifting priorities and possess a high level of confidence and discretion to manage sensitive and confidential matters
- Must be proficient in MS Office, have experience with database management and online research as well as demonstrated ability to learn new software quickly
- Excellent verbal and written communication skills, including a strong, poised telephone presence



- Ability to work both independently and as part of a team with minimal supervision
- Initiate, resourcefulness, and ability to manage a high volume of work are essential
- Attention to detail
- Communication Effectiveness
- Critical thinking/Problem-solving
- Responsibility and Accountability

Preferred:

- A bachelor's degree preferred and at least 7 years of professional experience required
- Familiarity with MIT financial processes, SAP and Elucian Advance is desired
- In-depth understanding of work area and MIT policies and procedures
- Confidence and outstanding interpersonal and organizational skills
- Proven Decision Making abilities
- Ability to Influencing and Leading

**Competencies:** Collaborate; Contribute; Engage

*\*\* 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.*

- As a member of the staff in the Office of the Dean, independently and in cooperation with other team members, provides outstanding internal and external customer service
- May help determine area operational procedures and processes that impact all staff in the Office of the Dean
- May assist other deans and support staff in the Deans' suite, including but not limited to support during staff absences and providing coverage on the floor

**Decision Making and Judgment:** Implements MIT and Sloan policies as appropriate. This position makes decisions on issues and priorities for own work area; makes recommendations to solve and resolve highly complex problems. Proposes changes to aid in continuous improvement of office programs, processes, and operations.