



MIT Position Description

Job Title: Program/Project Coordinator	Position Title: Operations Coordinator, Action Learning Office
Reports to: Director, Action Learning Office (ALO)	% Effort or Wkly Hrs: 100%
Department: Action Learning Office	

Position Overview:

The Operations Coordinator, Action Learning Office (ALO) for the MIT Sloan School of Management is responsible for the coordination, administration and execution of ALO day-to-day operations and essential functions. The role is responsible for the ALO global travel programs, processes and risk management, financial operations, stewardship of Action Learning data, DEI activities tracking and management and acting as a thoughtful contributor to the Sloan community.

The Operations Coordinator will own and autonomously design, execute and improve numerous processes and operations, while interacting with and engaging a variety of stakeholders across Sloan and institutional offices. This position requires someone who is self-motivated, collaborative and relationship-driven, with strong communication skills (both written and spoken) and careful attention to detail, accuracy and compliance. The Coordinator will serve as a first point of contact for faculty, staff and students for all inquiries and questions related to academic, financial and travel operations.

Principal Duties and Responsibilities (Essential Functions**):

Global Travel & Risk Management (40%)

- Primary contact and advisor for all matters related to domestic and international travel, risk management and contingency planning for Action Learning travel
- Monitors international travel conditions and interprets Sloan/MIT policy to draft appropriate guidance for Action Learning travel; establishes timelines and action steps for faculty and students in planning for onsite travel and creates relevant systems and processes
- Leads information sessions and interacts frequently with students, staff and faculty regarding travel policy and procedures
- Manages relations with vendors, partners and providers of relevant services including but not limited to visa, tickets, insurance and risk management
- Proactively develops relations with consulates, MISTI, etc. and engages these and other stakeholders for strategic planning purposes
- Independently manages and escalates exceptions including emergency management (as necessary)
- Serves as Action Learning representative to relevant institute, Sloan and peer school groups and committees (such as SSAT) and contributes insight to travel program plans and strategy
- Develops, implements and monitors AL global travel programs and performs operational and administrative activities mitigating risk
- Organizes and prioritizes activities and processes to ensure successful and timely completion

Stewardship of Data (25%)

- Collects data from multiple sources (e.g., MIT Data Warehouse, SPD, Canvas, Slate, surveys and faculty-provided information) for maintaining the Action Learning records database
- Responsible for the ongoing maintenance and integrity of Action Learning data
- Compiles data and analyzes findings, reporting to management and providing recommendations on next steps, how to resolve issues



- Collaborates with STS to update, maintain, and expand/adjust the underlying database schema
- Responds to data requests and creates reports on an ongoing basis for multiple stakeholders and offices
- Provides documentation and reporting to internal and external stakeholders
- Handles confidential information, following the guidelines of the MIT Written Information Security Program (WISP) when working with or sharing specific data

Finance Operations (20%)

- Manages procurement, reimbursements, invoicing, budgets, compliance and tracking expenses for Action Learning
- Initiates processes and identifies opportunities to streamline and improve operations with the goal of minimal manual intervention
- Resource to faculty and students on travel and reimbursement policy
- Works with Sloan/MIT offices to obtain information, problem solve and provide reports
- Participates in financial planning and leads information sessions for students

DEI Coordinator and Community Contributor (15%)

- Tracks activity and data across Action Learning labs that contribute to the DEI goals of Sloan; (this data then informs best practices in teaching and project sourcing)
- Reports DEI initiatives across all labs to DEI Office, Sloan Leadership and other stakeholders
- Action Learning's goals are best served through collaboration and engagement of many stakeholders; being an active contributor and participating in projects, committees etc. is a key aspect of this role

Supervision Received: Reports to Director, Action Learning Office

Supervision Exercised: May guide work of temporary staff

Qualifications & Skills:

Required:

- Bachelor's Degree
- Minimum 2 years of administrative and/or project/program management experience
- Proven ability to execute on simultaneous projects in a high-volume environment with deadline pressure
- Self-driven, independent worker requiring minimal guidance
- Strong team player and friendly communicator; collaborative and represents the office well
- Ability to manage confidential information, emergency situations and/or issues with discretion
- Experience drafting, interpreting and executing policies
- Ability to set priorities, meet competing demands and independently resolve complex problems

Preferred:

- 4-5 years of administrative and/or project/program management experience
- Three years of experience at a higher education institute
- Experience managing global travel and risk in an educational context, understanding of relevant issues
- Experience presenting to small and large groups
- Proven track record of participating in tasks and projects outside of defined role
- Demonstrated interest in advancing DEI goals of an organization

Occasional weekend and after-hours work required when students are traveling for onsite



Competencies:

Collaborate

1. **Works towards team success** with humility, as both a member and a leader of formal and informal teams
2. **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes
3. **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school

Contribute

4. **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
5. **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness
6. **Is self-directed and proactive** while advancing work and achieving results

Engage

7. **Acts with caring and a sense of community** while demonstrating genuine respect towards every person
8. **Fosters innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
9. **Builds diversity and inclusion** by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and is able to thrive

*** 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.*