
MIT Job Description

Job Title: Administrative Assistant 2	Position Title: Program Operations Assistant
Reports to: Director of Operations, Associate Director of Digital Deliveries, Associate Director of Program Operations	% Effort or Wkly Hrs: 100
Department: Executive Education	

Position Overview:

The Program Operations Assistant works to ensure smooth operations for delivery of world class executive education programs. Functioning in a dynamic and challenging business environment, the Program Operations Assistant is responsible for maintaining effective systems, policies and processes for a high level of operational excellence and efficiency in all aspects of program delivery both in person and digitally.

Principal Duties and Responsibilities (Essential Functions):**

Operational Team Support (50%)

- Under supervision of the Associate Director of Program Management, assists in managing resources for Program Coordinators (e.g. portable printers, laptops, program signs, etc.)
- Organizes, monitors and proactively orders program memorabilia and printing stock for all programs
- Creates and manages blanket PO's throughout each fiscal year
- Submits quarterly event forms for Open Enrollment programs
- Communicates with frequently used vendors
- Organizes, monitors and proactively order all office supplies in program facilities
- Oversees regular cleaning requests and maintenance of program facilities
- Manages digital media player content in Executive Education suite
- Assists on various project initiatives including vendor scheduling, data collection, etc.
- Other duties as needed/required

Digital Program Assistance (40%)

- Under supervision of the Associate Director of Digital Deliveries, enters digital programs in CRM database and maintains participant lists
- Tracks and distributes digital certificates
- Coordinates securing permissions and reconciling expenses for digital programs
- Improves upon operational process documentation
- Collects and organizes digital program feedback

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- Acts as a resource on site during digital filming and digital events
 - Helps to document, organize and maintain all digital assets internally across all vendors and digital program delivery

On-Site Program Delivery (10%)

- Delivers a small portfolio of open enrollment programs after training
- Represents the administrative face of the programs to clients, vendors and participants
- Acts as a point of contact for and assist participants before, during and following program delivery
- Collects program information and materials for their timely publishing and distribution via print, email and web
- Assists Program Coordinators on-site, as needed for registration and/or simulations
- Exemplifies and upholds the MIT Executive Education Values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability

Supervision Received: Director of Operations in coordination with Associate Director or Digital Deliveries and Associate Director of Program Management

Supervision Exercised: None

Qualifications & Skills:

Education: Bachelor's degree and familiarity with MIT is preferred

Experience: A minimum of three years office experience.

Skills: Strong interpersonal and customer service skills. Ability to take initiative, function effectively under pressure and meet deadlines. Strong organizational and time-management skills, including ability to handle multiple tasks simultaneously. Excellent command of language, grammar, spelling, and punctuation; ability to communicate by email, telephone, and in-person on behalf of the Office of Executive Education. High-level computer literacy, ability and willingness to learn new software, and experience with MS Office (Word, Excel, PowerPoint). Meticulous attention to detail. Ability to interpret, communicate, and apply policies and procedures. Interest and exposure to event planning. Seeks someone who is proactive in identifying problems, applies critical thinking and finds solutions. Operates under minimal supervision.

Competencies

Contribute

1. **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
2. **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness

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3. **Is self-directed and proactive** while advancing work and achieving results

Collaborate

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

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job 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.