

---

## MIT Job Description

<b>Job Title: Admin Assistant II</b>
<b>Reports to: Director, Sloan Educational Services</b>
<b>Department: Educational Services, Sloan School of Management</b>
<b>Date: 01/28/2019</b>

### **Position Overview:**

Perform complex and diverse administrative duties for the Sloan Educational Services (SES) team, serving as a point person and office manager for a high volume shared services office. Responsible for coordinating and overseeing the smooth functioning of group needs and devising systems for oversight and management with regard to departmental process and procedures. Also serves as team consensus builder, providing support for problem solving and decision-making, including interpreting and resolving highly varied student situations and issues. In addition, provides direct support to the Director of Educational Services. Position involves extensive interaction with students, faculty, staff and visitors.

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

#### **Office Management: 60% -**

- Oversight of ad-hoc room reservation requests and Sloan public space.
- Produces SES Announcement newsletter, generating and coordinating content for weekly distribution to Sloan faculty and relevant staff. Manages departmental MySloan site, which includes organizing and maintaining inventory of information and ensuring accuracy of content.
- Oversees student locker management and assignments, orders student nameplates for all academic programs, and organizes mail folders.
- Generates student intent letters (CPT, OPT) authorizing US work eligibility for international students.
- Provides general office management for SES including reception and telephone coverage, voicemail management, daily mail pick-up and distribution, triage of issues and crisis management oversight.

#### **Fiscal Management: 15% -**

- Oversees all SES expenditures, assists with the budgeting process from inception through closing. Monitors SES accounts and provide forecasting materials for

---

decision-making. Advises SES Director on fiscal decisions and collaborates on compilation of the annual Business Plan.

- Guides SES colleagues on all financial procedures and works to streamline paperwork processes.
- Processes reimbursements and travel reports for SES staff. Coordinates equipment leasing and billing for suite, and computer purchase and inventory for SES team.
- Works directly with Sloan Finance & Administration analyst, providing up-to-date projected costs on all SES accounts to ensure accuracy and efficiency of budget expenditures as well as comprehensive analysis of spending.

**Registration Services: 15% -**

- Assist with maintenance of records for 1300+ graduate students.
- Supports subject evaluation process.

**Administrative Support: 10% -**

- Provides administrative support to the Director of Student Services, assist with multiple projects, (such as external surveys, teaching plans, etc.)
- Handling scheduling arrangements for departmental meetings, interacting effectively with internal and external constituencies
- Create presentation materials
- Produce reports and charts

Other Duties as assigned

**Supervision Received:**

Supervision is provided by the Director of Sloan Educational Services, daily interaction and weekly 1:1 meetings. Some tasks are supervised by others within Educational Services.

**Supervision Exercised:**

N/A

**Qualifications & Skills:**

*REQUIRED:*

High school education or equivalent and a minimum of three years of related experience. Previous administrative support or customer service related experience required. Continuous improvement mindset with initiative to seek out ways to perform duties with greater efficiency and accuracy. Strong interpersonal communication skills, resourcefulness, team leadership abilities, project management skills and the ability to absorb new information quickly are a must. Individual must work well both independently and as part of a team in a high volume

---

environment, under pressure of deadlines, have excellent attention to detail, be able to balance multiple projects and individual inquiries simultaneously, and have a strong sense of organizational processes and follow-up. Must be comfortable with technology and learning new software/tools. Deals with confidential information and/or issues using discretion and judgment.

*PREFERRED:*

Bachelor's degree preferred. Prior MIT experience, as well as a general working knowledge of the Institute, is preferred but not required

\*\* 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.