



Job Title: Administrative Assistant 3	Position Title: Senior Administrative Assistant, Teaching & Learning
Reports to: T&L Coordinator	% Effort or Wkly Hrs: 100% effort
Department: Teaching & Learning	

Under minimal supervision, the senior administrative assistant (sr. aa) provides complex and diverse administrative support to the Teaching and Learning (T&L) team as well as other faculty stakeholders. The T&L team is responsible for the planning, development, and implementation of processes, policies, and projects that elevate the MIT Sloan School of Management’s formal and informal teaching and learning services. The Sr. AA will engage in ongoing partnerships with key stakeholders such as Academic Area staff, Sloan Technology Services (STS), Sloan Educational Services (SES), and Student Funding.

Must be able to manage, evaluate, and clearly communicate various workflows within T&L. A successful incumbent will be able to balance independent action and close collaboration, pay great attention to detail, and be able to manage processes over the long term

Role is eligible for flexible work schedule that aligns with practice of Office of Teaching and Learning

Principal Duties and Responsibilities (Essential Functions):**

- **Teaching & Learning Services Support (60%)**
 - Partners with the T&L Coordinator to develop and produce training documentations, webinars, and live trainings for the Sloan community. A successful candidate will: Prioritize and execute T&L administrative tasks; organize agendas; track and monitor action items; take the initiative; set priorities; make independent decisions to maintain T&L activities effectively
 - Independently answer routine correspondence requires an in-depth understanding of T&L work
 - High level support to advance project and goals of team including creating forms and surveys and tracking outcomes
 - Monitor and respond with explanations and instructions to T&L tickets in ServiceNow. Responsible for additional research to ensure inquiries are addressed and resolved.
 - Schedules diverse and complex meetings
 - Composes and edits internal and external correspondence and documents
 - Assists with data collection for course auditing reports
 - Assists Associate Director of Curriculum Development in fulfilling external educator email requests for case studies found on the Teaching Resources Library website
 - Maintains team Trello board for project organization and tracking
 - Manage T&L mailing list and communications ○ Schedules new academic area staff 1:1 training and resource support



- Touchpoint for T&L related questions and able to connect to correct service dept.

- **Financial Management (20%)**

Financial approver; approves travel reports, requests for reimbursements, and purchase card transactions for all faculty, other academic staff, and academic area staff; requires excellent knowledge of MIT policies and procedures and strong attention to detail

 - Purchasing; makes complex purchases on behalf of T&L; gathers materials for complex contracts for submission to MIT's Procurement department
 - Reconciles all T&L accounts
 - Audits and reports/resolves discrepancies (monthly) all FRC-identified monthly transactions for T&L; verifies that charges are accurate and posted to the appropriate account
 - Audits and reports/resolves discrepancies (monthly) all overdue un-expensed travel charges
 - Audits and reports/resolves discrepancies (monthly) all swept purchase card charges

- **Events and Communication (20%)**
 - Plans and coordinates a wide range of high-profile events that includes T&L Town Halls, New TA orientation, Faculty teaching workshops. Planning typically requires coordination and input from multiple people/units. May represent T&L in these instances.
 - Order and arrange food and beverages for department meetings and functions.
 - Oversees T&L web site and TA Hub; ensures information is current Creates, writes, edits & sends curated timely information relevant to course admins supporting Sloan courses

Other duties as assigned and required.

Supervision Received:

- Receives minimal supervision from Coordinator of Teaching & Learning Services

Supervision Exercised:

- No direct reports. Trains and coordinates work of area support staff, student employees, and/or temporary staff.

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

- High School education or equivalent.
- Minimum of five years' administrative, office, or related experience.
- Ability to recognize needs of the unit and how it impacts other areas of MIT/Sloan and understand own role relative to all areas.
- Advanced computer software skills required. Requires thorough understanding of own work and how it impacts operations across the areas as well as outside own work unit.



- Able to identify and learn new programs and software skills, as necessary.
- Easily negotiates Internet; performs more complex searches.
- Excellent interpersonal and communication skills to represent the work area and the larger MIT community.

PREFERRED EDUCATION AND EXPERIENCE

- Bachelor's degree preferred.
- Superb attention to detail; strong analytical and problem-solving skills

MIT Sloan Competencies:

- Ability to multitask and manage competing priorities while meeting deadlines and maintaining high standards of accuracy and quality.
- Collaboration with others while respectfully advancing organizational goals and achieving desired outcomes.
- Ability to manage ambiguity, anticipate needs, adapt quickly to complete tasks, and solve challenges that develop.

*** 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.*