



MIT Job Description

Job Title: Administrative Assistant II	Position Title: Operations and Events Assistant
Reports to: Director	% Effort or Wkly Hrs: 100%
Department: Martin Trust Center for MIT Entrepreneurship	Grade 5 - nonexempt

Position Overview:

The Operations and Events Assistant at the Martin Trust Center for MIT Entrepreneurship will provide interpretation of and resolution to highly varied situations and problems, and functions as a high-level individual contributor. Serve as the front line of support for students, faculty, and guests visiting the Center. Responsible for ensuring the space is welcoming and well maintained and addresses facility and custodial concerns by serving as the primary contact with MIT/Sloan service providers and external contractors. Will oversee the Center’s card access system and ensure conference room technology and reservation systems work appropriately. Resets the Center space each morning including restocking of supplies to make sure that it is presentable. Manages supply re-orders on a regular basis. Reconciles facility and event related expenses, while ensuring that costs remain within budget. Assists with planning and executing on program events. On course delivery days, deliver superior customer service, logistical support, and presentations, including acting as a point of contact.

The Martin Trust Center for MIT Entrepreneurship is a student service center; therefore, the Operations and Events Assistant will be required to be in person, on-campus, and based in the local area. The Trust Center is currently working on a hybrid work schedule—80% on campus in Cambridge and 20% remote.

Occasional evening and weekend work to support events. Ability and willingness to work early mornings, late evenings, and ~5 weekend days as required for classes, programs, or events. Able to travel (domestically) as needed for academic programs, approximately 2-3 times per year or as appropriate.

Principal Duties and Responsibilities (Essential Functions):**

Office (45%)

- Respond to and triage general inquiries for Center visits and resources.
- Manage the Center’s technology infrastructure including room reservation system, video conferencing devices, projectors, printers, laptops, etc. Ensure all are functioning properly.
- Serve as the liaison to MIT IS&T, Copytech, AV, Sloan STS, and external contractors for service, agreements, and upkeep of the Center’s technology.
- Ensure office areas are appropriately maintained. Order supplies for courses and the MIT ProtoWorkshop.
- Monitor and triage room reservations across Trust Center spaces including Garage, Testa, and conference rooms.
- Set up spaces as needed for courses, programs, and additional hosted events.
- Manage community kitchen ensuring that it is fully stocked at all times as well as clean and welcoming for students and external visitors.
- Submit and monitor all facilities-related work orders and diligently follow up to ensure issues are resolved in a timely and satisfactory manner
- Oversee, maintain, and implement processes for the Center and Makerspace card access system.
- In collaboration with the Director of Operations and Business Management develop and communicate physical space standards.
- Performs other related tasks as required, including general office work.
- Liaison with third party software service providers to ensure new staff have access.
- Onboard all temporary staff and student workers in MITemps/MIT Student Funding systems, act as the liaison to MIT when issues arise.
- Collaborate effectively to assist in the overall operations of the Center.

Events (45%)

- Plans and executes both small (5-20) and large (100+) events for donors, alums, and students including managing vendors and logistics as necessary.



- Composes and manages communications including scheduling and invitations, and creates agendas.
- Primary contact for Campus Activity Complex space – making all reservations for Trust Center events utilizing CAC space.
- Point of contact with MIT AV and caterers for several Trust Center events both on and off site.
- Independently and in cooperation with other team members, provides outstanding internal and external customer service.
- Responsible for logistics of complex events including t=0 Festival of Entrepreneurship, Celebration of Entrepreneurship, Trust Center Block Parties, holiday parties, Entrepreneurship & Innovation semester-end celebrations, amongst others.
- Assist program coordinators with planning and execution of events and academic courses.
- Coordinate and communicate day of responsibilities to interns, temps, students, and other event staff.
- Serve as primary point of contact for visiting students and groups, hosting Center tours and providing overviews of resources offered.

10% Other Duties as Assigned or Required

Supervision Received: Minimal supervision received from Director of Operations and Business Management

Supervision Exercised: No supervision exercised.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma required
- 3 years administrative, office or related experience
- Strong organizational skills with attention to detail
- Ability to develop a process and follow through
- Proven ability to communicate professionally in person and in writing
- Experience planning and executing events

PREFERRED EDUCATION AND EXPERIENCE:

- Bachelor's degree preferred
- Good interpersonal and customer service skills
- Ability to clearly convey expectations and policy compliance
- Experience using discretion and judgment with confidential information and/or issues
- Experience in higher education interacting with students and faculty

MIT Sloan Competencies

- **Contribute** - Proactively identifies problems and opportunities for change, then implements solutions when appropriate
- **Collaborate** - Consistently keep others informed with relevant information; is generous in knowledge sharing
- **Engage** - Supports colleagues in their work to achieve excellence and contribute to the Institute's success
- **Lead** - Translates ideas into action through the creation of shared strategies, policies, and practices (i.e., ideas made to matter)

*** 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.*