MIT Job Description

Senior Program Assistant

Position Overview:

Under minimal supervision, perform complex and diverse duties in support of the Managing Director of the Technical Leadership and Communication Programs (TLC, 40%), the Gordon Engineering Leadership Program (GEL, 30%) and the Riccio Graduate Engineering Leadership Program (GradEL, 30%). Will manage calendars, provide advanced administrative support for both programs, classes and projects; anticipate and initiate actions regarding office operations, which require in-depth knowledge of the Institute and other departments; handle registrar activities for GEL and GradEL, support a variety of student interactions, coordinate events and travel as needed, assist with financial tasks and participate as a team member in achieving GEL’s and GradEL’s vision and goals.

Principal Duties and Responsibilities:

A. Calendaring and Administrative Support to TLC Managing Director (40%)

1. Manage TLC Managing Director’s calendar, accommodating multiple calendars and competing priorities.
2. Schedule Programs’ multiple advisory boards’ meetings.
3. Develop schedules and itineraries for high level visitors to TLC programs.
4. Attend high-level meetings; records, interprets, drafts, and distributes (pending approval) minutes from said meetings.
5. In support of the Managing Director, his direct reports and the TLC, schedule meetings and perform other administrative support tasks.
6. Deal with confidential matters using discretion and judgment.

B. Administrative Support for GEL (30%) and GradEL (30%) Programs

General

1. Welcome in-person visitors, guests, students for meetings, interviews, etc.
2. Serve as parking coordinator; MIT Community Giving Ambassador; mail handling and distribution; arrange visitor parking, as needed.
3. Financial: process reimbursements, submit travel reports, and approve credit card purchases; reconcile accounting statements for assigned accounts, fixing discrepancies, as needed; process requisitions for goods and services, including contracts.
4. Office systems: monitor inventory, order supplies and equipment; monitor office space; maintain organization, arrange cleaning and maintenance work orders; create and update manuals and procedures for programs, as needed.

Academic Administration Support

1. Point person with the registrar’s office to ensure correct and updated listing of GEL and GradEL courses with the registrar, in MIT course catalog, and to support course evaluations processing each semester, as needed.
2. Collaborate with registrar’s office to obtain proper access to all TLC classes and other select classes on WebSIS, as needed.
3. Ensure that grades are submitted by instructors by the grade submission deadline. Receive, produce and modify grade reports, as needed.
4. Act as liaison with other departments’ cross-registered course-related issues.
5. Provide full-service course support for courses taught by GEL, GradEL and staff: Engineering Leadership Lab (ELL), Engineering Leadership (EL), Graduate courses, IAP courses, Professional Education, and others. Support includes admissions activities, classroom and breakout room reservations, logistics for food and beverages, social event coordination, class rosters and auditing, class materials (copying, printing, distributing, etc., as needed.
6. Make travel arrangements for students, staff and guest speakers, as needed.

**Event Planning and Logistics**

1. Coordinate and attend events and functions such as various Board Meetings, student program events, program/certificate completion ceremonies, course-related educational events, and others, creating such events from scratch, as needed. May represent programs at such events, as requested.
2. Schedule meetings, events, and functions both at and away from MIT, (including national and international events, off-site planning meetings, courses)
3. Event planning support for internal and industry-sponsored events, including networking socials, on-campus fairs, and other GEL/GradEL community events.
4. Plan off-site GEL course during IAP, in collaboration with staff, including venue, food, transportation.

Perform other related duties as required, when necessary.

**Supervision Received:**

Receives minimal supervision from TLC Managing Director; reports on Program support duties to GEL and GradEL program leads.

**Supervision Exercised:**

No supervision of MIT employees.

**Qualifications & Skills:**

Required: high school diploma or equivalent. A minimum of 5 years of administrative, office, or related experience. Excellent computer skills, proficiency using MS Office Suite and setting up Zoom meetings.

Experience with arranging travel, procurement and financial processes. Exceptional interpersonal, communication and organizational skills, including ability to prioritize and work on multiple tasks simultaneously in a busy environment, despite frequent interruptions; accuracy and attention to detail; good judgment and discretion when handling confidential material; self-motivation and ability to work independently, follow through on responsibilities, demonstrate initiative, flexibility; ability to work independently and as part of a team; ability to problem solve; ability to work with a diverse group of people. Proactive to foresee and resolve conflicts. Willing to take on new projects and learn new skills as needed.

Hybrid position includes being on-Campus 3+ days per week. Weekly schedule to be determined.

Preferred: Bachelor’s degree. Experience using Google workspace, SAP, Adobe Creative Suite, desire to work in a team environment. Available for occasional evening events with prior notice. MIT experience.