

Office Assistant

Position Overview:

The Office Assistant will support the MITIMCo office by being responsible for administrative support throughout the MITIMCo office, as well as organizing and coordinating office operations and procedures in order to ensure organizational effectiveness, efficiency and safety. The Office Assistant will work as a member of the Shared Services team (comprised of the Office Services and Human Resources teams). The top priorities of the Office Assistant are to organize and coordinate office administrative operations, provide back-up support to the receptionist, and provide administrative support to the Shared Services team. This role requires a high level of independent problem solving, exemplary customer service to ensure continuous smooth operations of the MITIMCo office, consistency and reliability, as well as responsiveness to staff needs across the office.

Principal Duties and Responsibilities (Essential Functions):

Office Coordination & Support

- Take independent ownership of the overall organization, cleanliness and efficiency of the office, including ensuring supplies are readily available, equipment is being serviced regularly, keeping the 10th floor kitchen clean, and 10th floor conference rooms are properly set up and maintained. Coordinates work orders and maintenance staff.
- Organize and maintain the 10th floor kitchen ensuring it is stocked and restocked on a daily basis with adequate inventory, dishwashers are run daily, refrigerators cleaned monthly, as well as maintaining office supplies by coordinating regular orders and deliveries with vendors, and placing special orders at the request of staff in the office when needed.
- Utilizes MIT's Buy2Pay (Coupa) system for ordering supplies, creating requisitions, and submitting invoices. Processes team expenses through Concur, and supports procurement card validation for the office by reconciling receipts/invoices and charges.
- Supports coordinating diverse internal and external events and activities for the office, including coordinating outside vendors, ordering catering, securing speakers, setting up conference rooms, coordinating any AV needs, scheduling visitors, etc.
- Drafts written correspondence, including mail merges, mass mailings, etc. As needed, will prepare materials for distribution, including copying and collating.
- Opens, sorts and distributes all mail for the MITIMCo office; ensures all outgoing mail is dropped off daily.
- Maintains process documentation and related office policies.
- Supports ad hoc projects across the office under the direction of the manager, as well as provides the HR team with ad hoc administrative support such as coordinating office events and scheduling meetings.

Back-Up Receptionist

- Serve as primary back-up to office receptionist by assuming his/her responsibilities during his/her absences, including daily lunch coverage.
- When covering the reception area, independently manage all aspects of the front desk, conference rooms and kitchen on the 9th floor. Welcome and direct all visitors to MITIMCo including managers of external investment firms, members of MIT's Investment Management

Board and MIT senior leaders, members of Cambridge city government, external real estate partners/contractors, job candidates, vendors and others. This requires the following:

- Greet all visitors in a cordial and professional manner. Respond to incoming phone calls; triage as necessary.
- On a daily basis, ensure common office areas (kitchen, conference rooms, supply rooms, AV equipment) are neat and appropriately stocked.
- Maintain daily schedule of meetings and meeting room assignments in order to be able to direct visitors and staff appropriately.
- Coordinate or assist with the coordination of office events; coordinate set-up and clean-up conference rooms with administrative staff.
- Coordinate reception desk coverage schedule as needed.
- Coordinate guest parking.

Supervision Received:

- Will report to the Senior HR Associate.
- Ability to work independently is required.

Qualifications & Skills:

- 2+ years of office management and/or administrative support experience. High school diploma or equivalent required.
- Must take initiative and work independently with minimal supervision; must be able to set priorities, problem-solve, multi-task, and manage competing demands while often working under pressure and with frequent interruptions.
- Detail-oriented and inherent degree of accuracy.
- Exhibit excellent communication and interpersonal skills in order to represent the work area and the larger MIT community.
- Strong computer skills, specifically with Microsoft Office Suite: (Word, Excel, Outlook and PowerPoint).
- Proven ability to interface with all levels of staff through executive management.
- Able to deal with confidential information and/or issues using discretion and judgment.
- Thrives when having to multi-task and offers flexibility to accommodate changing priorities.
- Proactive - willing to suggest improvements and refinements to improve overall effectiveness of the team. Follow-through on enhancements and suggestions.
- Must be able to lift a minimum of 20 lbs.