

IS&T Administrative Site Coordinator

Position Overview Statement

Under minimal supervision, and working collaboratively with other members of IS&T Administrative Services, performs complex and diverse administrative duties in support of one or more IS&T sites (W91, W92, N42, E19, 10, 9). Oversee the physical aspects of the buildings including security, appearance, maintenance. Determine where there are concerns, consider all options, and how they should be handled. Provides administrative support for IS&T staff in the buildings (50-100/blg), including Directors. Anticipates and initiates actions regarding office operations and facilities management which require knowledge of the Institute and other departments. Function as a high-level individual contributor or coordinator of multiple projects, such as replacing the building heating system, or renovating the floor of a building. Requires interpretation and resolution of highly varied situations and problems.

Inquiry Responses

Responds to inquiries requiring a in-depth understanding of work-area policies and procedures (MIT, IS&T and Directorate). Provides explanations and instructions to Administrative Services colleagues and other IS&T staff. Takes ownership of inquiries by providing explanations and instructions. Ensures inquiries are addressed and resolved.

Problem Solving

Resolves a range of problems, including complex problems, in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. This may include basic computer problems. Requires analysis and interpretation of a variety of situations and determination of appropriate course of an action. Resolution requires developing approaches based on understanding of precedents and past practices. Resolves complex problems requiring information from multiple sources or advanced knowledge in a thorough and timely manner. Requires analysis and interpretation of widely varying situations. Resolution is achieved through unique approaches and/or reference to a variety of policies, precedents, and past practices

Facilities Management, Supplies and Equipment

Oversee the physical aspects of the buildings including security, appearance, maintenance, and determining where there are concerns, considering all options, and how they should be handled. Order IS&T building access cards (aka prox cards), and key. Interact with Environmental Health and Safety re: Emergency Preparedness. Works with Facilities to ensure functional work areas particularly in the IS&T managed buildings (W91, W92, N42) – e.g., ongoing janitorial services; proper heating, cooling; address water leaks, snow removal, parking issues, carpet cleaning, rest room malfunctions, bug control etc. Works with other vendors as appropriate to do renovations, order furniture, painting, floor/carpet replacement etc. Uses knowledge of Adobe Illustrator to update building floor plans for IS&T use.

Orders office supplies on a routine basis (either electronically, or using SAP), matches invoices to packing slips, validates deliveries. Monitors and proactively orders supplies to maintain inventory. Works within established supply budgets; selects vendors, uses

signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.

Manages office equipment (e.g. copiers, fax machines) and office supply contracts (e.g., water service, coffee service). Monitors reliability; addresses service issues; recommends alternatives and reviews with supervisor.

Manages telephone moves, adds, changes (analog, ISDN, VoIP), working with MIT service providers (Telephony Services)

Scheduling and Event Coordination

Plans and coordinates events, such as IS&T site events, client meetings, etc. ensuring room, food, AV needs are addressed. Planning typically requires coordination and input from multiple people/units. Manages calendar(s) and schedules meetings, interviews, and travel arrangements for any IS&T staff (including Directors). Handles travel advances, and travel expense reports.

Office Administration

Identifies the need for, creates and maintains relevant filing systems and monitors efficiency (e.g. occupants telephone list, vacation repository). Creates and updates manuals and procedures for own area. Coordinate parking allocations (working with VP's assistant) Coordinates and schedules interviews. Deals with confidential issues (e.g. payroll or salary information) using discretion and judgment. Delegates to and follows up on work of other site Administrative Assistants and/or temps. Provide backup/coverage at other sites as needed. Trains others regarding policies and procedures. Review the work of others for accuracy. Assist in the hiring and performance evaluation decisions for other site staff. Do payroll approval for support staff; handle student employment forms, MITemps, MIT affiliate forms (for contractors).

Research and Data Management

Develops and maintains databases using Filemaker Pro, Excel, Access, and/or databases specific to a supported Directorate, such as Vacation Tracker, key DB, jack DB, building staff DB, equipment DB. Researches and gathers information for projects.

Budget Monitoring and Reconciliation

Investigates and follows up on purchasing/ accounting discrepancies within the site accounts (e.g., supply orders). Prepares and processes purchasing and accounting forms. Works with IS&T financial staff to provide information and respond to questions.

Document Production and Distribution

Composes and edits correspondence and documents, either for an IS&T staff person, or on behalf of the site (e.g. status updates re: HVAC outage). Creates mail merges and coordinates mass mailings, generally upon request of IST staff. Photocopies and collates materials such as training materials. Coordinates with external providers (e.g. CopyTech) for more complex/larger printing/publishing needs.

Other Duties

Performs other related duties as required, including work performed at lower or higher

levels, when necessary.

Supervision received

Free from direct supervision - supervisor is not physically in the same building - may see supervisor once a week; interaction with supervisor most frequently via email/phone.

Supervision Exercised

Trains and coordinates work of 1-3 office support staff providing Administrative Assistant support to IS&T staff in various building. May also coordinate the work of student employees, and/or temporary staff. Seeks opportunities to learn supervisory skills. Encourages others to attend training opportunities at MIT. Makes recommendations which are given particular weight regarding the employment status of other staff (e.g. hiring, termination)

Qualifications/Technical Skills

At least seven years of secretarial, office, or related experience required. Requires full working knowledge of general office practices and procedures. Requires thorough understanding of own work and how it impacts operations outside Administrative Services and IS&T (e.g., loss of heat or cooling in N42 means IS&T Computing Help staff are sent home and not able to respond to clients). Proficient in computer software skills (e.g. Word, Excel, Powerpoint, email, Internet browser, TechTime, SAP, Adobe Acrobat, Illustrator). Able to learn new programs and software skills as necessary. Strong interpersonal and communication skills in order to interact with a varied constituency, and represent IT&T and/or Administrative Services in dealing with vendors, Facilities, Food Services and other groups.

Collaboration

Participates in formal or informal group problem solving for immediate issues (e.g. office relocation; HVAC problems). Collaborates with other members of Administrative Services as well as IS&T staff and service providers (Facilities, etc); shares relevant information with those who may be affected by decisions. Identifies and resolves issues in own site. Provide basic facilitation for group discussions, such as building policy. Assists with issues that impact other areas.

Communication Effectiveness

Communicates and interprets MIT, IS&T and Directorate policies and procedures. Seeks additional information to perform assigned duties. Develop procedures relevant to the site. Conveys complex information to others and takes steps to ensure understanding. Shares information in a clear and concise manner (frequently via email). Tailors communication to different audiences. Communicates, interprets and trains others on departmental policies.

Decision Making

Duties and activities covered by general instructions, MIT, IS&T and Administrative Services standard practices and established procedures that generally require some interpretation. Exercises discretion and independent judgment, comparing

and evaluating possible courses of conduct and acting or making a decision after the various possibilities have been considered. Gathers input and makes recommendations to supervisor, IS&T managers and/or Directors to solve problems of complexity particularly related to Facilities/building issues. Automatically makes decisions on issues and priorities for own work area (i.e., site issues).

Influencing and Leading

Takes advantage of professional development opportunities at MIT. Serves as a training resource to less experienced staff, providing an example with regard to quality of work. Disseminates appropriate information gained from attending professional development opportunities. Ensures that others (site team co-workers and other IS&T staff) comply with established standards. Provides guidance and leadership in non-routine tasks.

Critical Thinking and Problem Solving

Through information gathering and analysis, identifies problems and develops solutions to moderately complex problems. Uses relevant information from various sources to solve problems that impact the site. Makes recommendations to supervisor, IS&T managers and/or Directors for solutions to unique problems, particularly related to Facilities/site issues. Prioritizes work, taking into account own work area and needs of larger work area, project timelines and sponsor, and other deadlines.

Responsibility and Accountability

Work affects ~100 people within IS&T, generally located at one of 3 sites (W91, W92 or N42). Follows MIT, IS&T, and Administrative Services procedures and recommends changes to site processes. Accountable for the end product of own work as well as work of others. Exercise confidentiality of sensitive information (e.g. salary, appointment information).