



EXECUTIVE STAFF ASSISTANT JOB DESCRIPTION

Job Title: Executive Staff Assistant
Job Code: 000258

Employing Hospital and Department:
Ragon Institute of MGH, MIT, and Harvard

Minimum degree and field of knowledge: High School diploma required; BS/BA preferred
Years experience required: 3-5+ years experience

Summary:

The Ragon Institute of MGH, MIT and Harvard, seeks to establish a model of scientific collaboration that links clinical, translational and basic science to tackle the greatest global health challenges related to infectious disease research.

The Ragon Institute is a results-oriented group of highly motivated scientists from the field of immunology, virology, genetics, vaccinology, and technology development. At every level, we value intelligence, teamwork, dedication and creativity, and we're always looking for people with those skills who thrive in teams and dynamic environments.

Reporting to the Office Manager, the Executive Staff Assistant will provide high level administrative support to ensure the efficient and effective day-to-day functioning of the Executive Office within a dynamic, fast-paced environment. The Executive Assistant will provide a wide range of administrative tasks for senior level staff that will include supporting all 3 calendars, scheduling meetings, expense reporting and serving as a key point of contact for the Institute and other constituents. The Executive Assistant will assist with internal/external events and individual projects assigned by the Office Manager as well as the Directors/COO for efficient operation of the Executive office. He/she will work collaboratively with internal and external stakeholders while maintaining an upbeat and positive attitude that supports the mission of the Ragon Institute. This role will also work closely with senior faculty and group leaders to drive our educational initiatives and strategy and ensure seamless implementation.

ADMINISTRATIVE SUPPORT:

- Provide confidential administrative support for the Office Manager and the Executive team, which consists of Director, Associate Director, and COO
- Assist with complex scheduling and calendar management of the Director, Associate Director and COO – including proactively managing day-to-day responsibilities, and meeting schedules
- Provide backup support coverage to the Executive team during vacations and during times of limited staffing
- Track and monitor of the Executive team task lists with timely notification of deadlines
- Responsible for answering multiple phone lines, greeting visitors, creating presentations, and setting up video conferencing
- Serve as an administrative contact and liaison with other offices, individuals, and external institutions and agencies
- Assist in arranging domestic and international travel, hotels, and other travel logistical needs for the Executive team
- Process electronic reimbursements, invoices and vendor check requests as needed

- Maintain a filing system for the Executive team's files, paper and electronic, regarding correspondence, finances, associations and memberships, and other confidential and general documents
- Take notes to ensure the Executive team is fully briefed and prepared in advance of any meeting
- Assist with updates to both Directors CV's and NIH Biosketches on a regular basis
- Reserve conference lines for calls and distributes information to meeting participants via email/Outlook invitation
- Collect mail from mailroom and distributes within Executive team
- At the request of the Office Manager, assist as needed, with function arrangements such as ordering catering, providing AV equipment, and scheduling of conference rooms and conference lines
- Oversee ordering and stocking of office supplies for executive team
- Provide back up coverage in the reception lobby
- Act as point of contact for all Audio Visual and Information Technology needs and requests on behalf of Director of IT.
- Other duties assigned by Office Manager

EDUCATIONAL INITIATIVES AND STRATEGY:

- Work with leadership to craft and drive the educational strategy of the Institute; facilitate and support all educational programs at the Ragon Institute (including courses, internships, Fellowships, etc.)
- Jointly with leadership assess the needs of education program at Ragon to make recommendations for continued improvement; and develop the portfolio accordingly
- Collaborate with Ragon faculty members and the partner institute (MIT or Harvard) to support all administrative and logistical needs to plan and execute the classes and student programs
- Responsible for ensuring the quality of program delivery and providing excellent customer service to students, faculty and Ragon partners
- Oversee the education budget; reviewing regularly with the COO and CSO
- Manage the logistics for the international annual MIT course (South Africa) that includes but not limited to: marketing/outreach, draft and maintain a budget, identify new funding sources, create logistics and agenda, general administrative oversight of the course
- Identify new ways to improve efficiency on planning and space management of educational programs
- Assist with development of the Ragon Community Outreach program, to cultivate relationships with new and/or existing partners, collaborators, and affiliates, engaging the broader scientific community to foster collaborations and to promote our brand and identity

Qualifications:

The ideal candidate will be experienced in handling a wide range of administrative and executive support related tasks and will be able to work independently with minimal supervision. This person must be sharp, personable, exceedingly well organized, attentive to detail, and must enjoy the administrative challenges of supporting three dynamic executives within a growing/changing environment. The individual must have the flexibility to interact with staff (at all levels) sometimes under pressure, remaining level-headed, proactive, resourceful and efficient, with a high level of professionalism and confidentiality. Expert level communication skills, and strong decision-making ability are equally important.

MUST HAVE:

- High school diploma required; BA/BS or equivalent preferred
- 3-5+ years experience in administrative support, preferably in an executive level
- Executive-level interpersonal skills needed to interact with all levels of management including: senior level MGH, MIT and Harvard administrators, other funding agency executive staff, external executives ranging from hospital-based to corporate-based, and other media staff
- Ability to travel internationally to South Africa at least once per year
- Excellent communications skills
- This is a highly confidential position and it is necessary to interact with all members of the executive office staff
- Must have strong administrative, communication, problem solving and computer skills.

- Strong working knowledge and comfortable with various technology, including PC's and MACs, audio/visual equipment and mobile communication devices.
- Must be adept at working in a fast-pace environment, demanding strong organizational skills and ability to efficiently and reliably prioritize tasks
- Strong project management skills, with the ability to work across a variety of projects with competing deadlines, diverse constituencies, and multiple priorities
- Ability to anticipate any problems or issues that may arise, internal or external
- Ability to conduct/assist appropriately in difficult situations
- Must be highly motivated and able to proactively initiate projects with the Senior Executive Assistant's guidance
- Proven ability to work with multiple deadlines and multiple priorities required
- Works well in a team and independently
- Some evening and weekend work related to special events and meetings may be required
- A cover letter, resume and references required

Working Conditions: Shared office setting

Approval:

Approved by (Print Name)

Signature

Date

Supervisor (Print Name)

Signature

Date

Revised: 7/20