

Massachusetts General Hospital- Ragon Institute of MGH, MIT & Harvard

Job Title: Office Associate

Date: 12/18/2020

Job Code: 000617

Grade: 064

FLSA Status: Non-Exempt

Department: Ragon Institute

Reviewed By:

Reports To: Executive Staff Assistant

GENERAL SUMMARY/ OVERVIEW STATEMENT:

Under the general direction of the Administrative Director, this position will assist in the day to day operational activities of a large research center; helping to maintain an efficient and smooth running department. Serving as a first point of contact, this position is primarily responsible for managing the main telephone line, ordering new office supplies, responding to and resolving service and other office related issues. The Office Ambassador will provide administrative, secretarial, and clerical support to others in the office.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Manage main phone line of the Ragon Institute – answer all calls, answer many miscellaneous questions, take and distribute messages, and transfer calls to appropriate staff members
- Greet public and visitors and direct them to the correct staff
- Sort, and distribute incoming mail; prepare outgoing mail and faxes for distribution
- Monitor incoming emails and answer or forward as necessary
- Faxing, scanning, and copying of documents
- Maintain office filing and storage system
- Update and maintain databases such as mailing lists and contact lists
- Type documents, reports, and correspondence
- Coordinate and organize appointments and meetings
- Assist with event planning and implementation
- Monitor and maintain office supplies
- Machine maintenance (copier, fax, and printer troubleshooting), ordering of paper, etc.
- Perform work related errands as requested such as going to post office or MGH main campus
- Prioritize and organize projects to be completed daily, while successfully meeting multiple deadlines. The ability to multi-task and juggle multiple priorities are essential.
- Complete and process advance authorization forms
- Set up Zoom/ Microsoft Teams conference calls and manage conference room bookings
- Complete work orders as needed
- Performs other duties as requested by office manager and senior staff

QUALIFICATIONS:

- High school diploma, GED or equivalent required
- Some college or Associates Degree preferred

SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:

Must have strong administrative, communication, problem solving and computer skills, with a working knowledge of MACS and PC's. Must be adept at working in a fast paced environment, demanding strong organizational skills. Must be familiar with standard office equipment and well versed in using MS Office suite

- Must have good telephone manners
- Ability to deal effectively and courteously with a diverse group of internal and/or external customers
- Ability to quickly dispatch and follow-up service requests to completion

WORKING CONDITIONS: Describe the conditions in which the work is performed.

The Office Assistant will be based at 400 Technology Square. The office will be networked to the PARTNERS computer systems and the applicant will have access to all pertinent PARTNER software.

SUPERVISORY RESPONSIBILITY: List the number of FTEs supervised.

N/A

FISCAL RESPONSIBILITY: Indicate financial "scope" information, i.e.: size of budget, volume, revenue, etc.

N/A

APPROVAL:

(NAME)
Unit Manager _____ Title: _____ Date: _____

(NAME)
Employee _____ Title: _____ Date: _____

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.