



Job Title: Operations Coordinator

Job Code: 000871

Grade:

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. We are 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.

Summary:

Reporting to the Director, the Operations Coordinator (OC) will be a member of the Administrative and Operations Management Team. This role will assist in the day to day HR operational and recruitment activities of our large research center, helping to maintain an efficient and smooth running department. The selected candidate will assist the Recruitment Operations Manager (ROM) with HR tasks including but not limited to job descriptions/postings (internal/external), interview scheduling, visa procurement (J/H1B/TN), credentialing, new hire paperwork/processing, onboarding appointments and orientations, trainings/compliance. The OC will be critical in ensuring that our candidates have a positive interview/onboarding experience throughout the process. The OC will also provide administrative support to the Director as needed.

Job Duties:

Assist with onboarding all new hires (employees, summer students, non employees, temps etc) and serving as their point of contact throughout and after the onboarding process. Responsibilities include, but are not limited to; assisting with recruiting, processing and onboarding, supporting department administration, offboarding employees and assisting with miscellaneous projects as needed:

Assistance w/recruiting

- Assist with internal and external job postings and management of internal career page, with support from the ROM.
- Work with the ROM to schedule interviews by coordinating w/candidates and hiring managers and sending out interview confirmation emails; and zoom line information.

Processing Tasks

- Coordinate with the ROM and appropriate MGH offices to complete onboarding paperwork for all staff. This includes regular communication with the MGH credentialing office, MGH HR employee and non-employee Office and MGH's International Office
- Work directly w/the ROM, hiring manager, MGH International Office, MGH HR, MGH Prof Comp to procure (J1,H1B,TN) visas for employees who need visa sponsorship
- Maintain department personnel files by saving the necessary documents appropriately
- Process stipend and payments when requested by PIs
- Accurate use of employee tracking sheet of incoming new hires for smooth onboarding/welcome email coordination

Onboarding Tasks

- Schedule and facilitate Ragon orientations; maintain attendance and personnel folders as needed
- Coordinate Institute access- MGH badge and access card
- Manage employee parking and MBTA commuter requests; following up on any issues as needed
- Allocate lockers to new hires as requested
- In charge of maintaining employee lists serves, directories etc adding new hires as they onboard
- Ensure staff is up to date with trainings; maintains documentation in personnel files

Department Tasks

- Assist the ROM w/department tasks/personnel management including but not limited to: coordinating and facilitating the reappointments of faculty and post docs with the MGH credentialing office
- Assist ROM with the processing of post doc extensions and exceptions with the necessary offices at MGH
- Utilizing our internal database to process employee status moves/changes as needed.
- Assist with the annual review process- for paid employees by filing and keeping our internal database up-to-date with any changes. (title, salary etc)
- Approve timecards in Kronos on a weekly basis for weekly paid employees and temps. Follow up with payroll/managers as needed
- Maintain department databases; run reports/queries as requested
- Process visa extensions and amendments for staff as needed to maintain work authorization
- Responsible for locker management; coordinate periodic system maintenance to ensure accurate records
- Maintain compliance by managing annual/ongoing training (and flu/COVID vaccinations) for staff with follow up as needed
- Assist with Ragon Ready program
- General employee/HR inquires

Off-Boarding/Termination Tasks

- Responsible for coordinating offboarding of employees and non-employees, working closely w/the ROM for system processing

- Collect, file and distribute documentation pertaining to resignations
- Coordinate exit interviews
- Update Institute databases and list serves; coordinate w/facility management to remove building access
- Work w/the receptionist to collect and return MGH badges

Misc/Projects

- Coordinate with RI HR team to help implement new projects surrounding the onboarding program, HR procedures, initiatives and SOP's
- Assist with meeting coordination/scheduling; taking minutes as needed
- Other duties as assigned or project support as needed

Qualifications:

- High School degree required; Bachelors preferred
- 2-3 years of experience, preferably supporting the HR function, recruiting or staffing/consulting firm
- Familiarity with HR processes, specifically onboarding and operations, is strongly preferred

Skills:

- Must be adept at working in a fast-paced, high growth environment; multi-tasking as needed, and providing follow up to close the loop on transactions/requests
- Strong organizational, communication & problem-solving skills
- Keen attention to detail and strong customer service mind-set
- Must be familiar with standard office equipment and well versed in using MS Office suite, Adobe, Slack, Zoom etc
- Should be comfortable with presenting and facilitating in front of an audience
- Ability to perform as a team member; strong interpersonal skills
- Must be comfortable w/managing confidential employee information; maintaining confidentiality at all times
- Comfortable working in a dynamic environment, having the ability to adapt quickly and still maintain productivity
- Technically savvy
- Proactive- making thoughtful suggestions for process improvements to RI HR leadership