

JOB DESCRIPTION

Title: Executive Staff Assistant

Job Code: 000258

Grade: 69

Department Name: Ragon Institute

FLSA Status: Non-Exempt

Position Reports To: Executive Director

Date Description Created/Revised: March 2022

HR Reviewer: A Morin

Department Reviewer: K Massimine

GENERAL SUMMARY/ OVERVIEW STATEMENT: Summarize the nature and level of work performed. Please note that this section should be written in a paragraph format and provide a broad description of the role and its purpose as well as the reporting structure.

The Ragon Institute is a unique collaboration between Massachusetts General Hospital, MIT, and Harvard. The mission of the organization is to leverage this cross-disciplinary collaboration to break-down barriers and transform human health on a global scale. Our vision is bold: to harness the immune system to prevent and cure human disease. We are a results-oriented group of highly motivated individuals. At every level, we value collaboration, compassion, dedication, and innovation and people with those skills who thrive in teams and dynamic environments.

The Executive Staff Assistant will directly support the Executive Director of the Ragon Institute as well as the Director of Finance by providing operational, administrative, financial, and project support. In this highly visible role, the incumbent will also be expected to maintain a close and responsive relationship to all members of the Ragon Institute. They will also provide coverage for other designated executives on an as needed basis. The position requires a high degree of professionalism, excellent project management, organizational, analytical, and communication skills, and the ability to represent management directives, policies and procedures to others.

This individual:

- Performs comprehensive, administrative duties within a dynamic, fast-paced environment
- Schedules highly complex meetings involving multiple individuals and organizations both within, and outside, the Mass General Brigham system
- Independently manages administrative projects and works closely with other members of the Ragon staff on identified assignments
- Manages a complex array of competing priorities and demonstrates judgment to organize priorities across multiple individuals
- Demonstrates discretion to handle confidential information
- Has strong proficiency in using Microsoft Word, Excel, PowerPoint and Outlook and has the ability to quickly learn other information systems used within the institution
- Is competent, self-motivated and able to work independently receiving minimal supervision and guidance

PRINCIPAL DUTIES AND RESPONSIBILITIES: In order of importance, list essential areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation. This section should be completed as a bulleted list and explain how the role is performed.

General

- Maintain a highly proficient and professional image of the Ragon Institute by maintaining strong employee relationships, interdepartmental relations, and public relations
- Collaborate with leadership to evaluate, develop, and implement various administrative systems and procedures designed to maximize the workflow, thereby creating efficiencies
- Interact regularly with senior hospital administrators, university leadership, and VIPs to the Ragon Institute
- Demonstrate exceptional organizational skills including a robust filing system and ability to organize time and priorities effectively
- Identify opportunities for operational process improvement
- Meet regularly with the Executive Director(s) to confirm prioritization of work, update supervisor(s) around on-going tasks and progress made, and inform supervisor(s) of any concerns regarding daily assignments, policies, and procedures, personnel issues, and/or assigned projects
- Interacts with and Coordinates with others who serve in similar roles at the Ragon Institute
- Performs other-related duties as assigned or requested

Administrative Support

- Orchestrate day to day activities for the Executive Director and Finance Director through the maintenance of daily appointment calendars.
 - Organize, plan, and notify staff about meetings and appointments
 - Use independent judgment in setting priorities and proposing alternatives to meetings
 - Resolve conflicts and prioritize meetings by calling calendar issues to staff's attention in advance of deadline
 - Send out timely notification of scheduled meetings
 - Interact with other administrative assistants internally and externally to MGH to coordinate meetings and identify and share best practices
 - Make arrangements for meeting sites and nourishment as directed by MGH guidelines and attend to other details as directed
- Coordinate and schedule ad hoc as well as key reoccurring meetings that are set by the Executive Directors (e.g., departmental retreats, team meetings, inter-departmental meetings, etc.)
 - Work with other administrative assistants to identify times for group meetings
 - Coordinate with Executive Directors and/or relevant director to ensure appropriate timing for meetings is achieved
 - Order meals for meetings as required taking into consideration food allergies or other requirements
 - Print and copy meeting materials as requested
- Compose letters and or memoranda as appropriate from notes, verbal instructions or independently from knowledge of circumstances and policy.
- Maintain a filing system
- Requisition office supplies as needed
- Make travel arrangements as required

- Scheduling of flight, hotel, car rental
- Registration for meetings/conferences
- Expense Management
 - Submit PeopleSoft expense reports for executives
 - Manage monthly reconciliation of corporate credit card
- Collaborates with Ragon Supply Chain team to coordinate Vendor set-up and confirm invoice payment
- Provide additional services as needed. For example:
 - Open and sort mail, highlighting important items. Initiate first response where appropriate and prepare replies for signature
 - Review calendar and appointments on a weekly basis to ensure appropriate coordination and prioritization
 - Collaborate with appropriate individuals to ensure up-to-date distribution lists are available

Event Planning

- Assist in the coordination of team social events and assumes responsibility for the planning of holiday parties, retirements, and other special events as guided by the Executive Director(s); works with other Ragon Administrative Assistants as needed to coordinate activities

Project Management and Coordination

- Produce agendas, attend key meetings, take minutes, and ensure appropriate follow-up is conducted.
- Assist in the preparation of presentation materials, including, but not limited to graphics, slides, talking points, etc.
- Assist with special projects as requested; coordinate and prioritize projects with supervisors

Data Management and Record Keeping

- Develop standard tools and templates which will ensure commonality between projects and similar experiences for those who work the Ragon executive team; summarize and present new tools and templates on a periodic basis
- Design and manage databases and document repositories as required
- Develop and maintain departmental manuals as needed
- Set up and maintain organized files of administrative correspondence, reports, and records.
- Maintain confidential personnel records
- Other duties as assigned

SKILLS/COMPETENCIES REQUIRED: This section should be a bulleted list of minimum requirements explaining the skills (what the individual is trained for) and competencies (measurable as defined by the job) necessary to perform the job.

Time Management:

- Exceptional organizational skills and ability to organize time and priorities effectively, asking for direction when appropriate
- Demonstrates judgment to effectively set priorities and juggle multiple tasks
- Flexibility to handle shifting priorities and deadline pressures

Organizational Skills:

- Maintains superior organizational skills
- Ability to effectively manage day-to-day operational tasks
- Ability to function effectively within a changing environment

Professional knowledge:

- Extensive knowledge of record keeping systems
- Project management skills are essential

Leadership:

- Demonstrates initiative, continually strives to enhance the credibility of department
- Takes ownership and responsibility for assigned activities
- Ability to work well with others in a demanding and changing environment
- Open to, and encourages feedback from, colleagues

Discretion and Confidentiality:

- Ability to handle sensitive matters discreetly and to ensure confidentiality

Interpersonal/communication:

- Excellent interpersonal/communications skills
- Demonstrates exceptional customer services skills
- Excellent problem-solving skills along with excellent attention to detail and follow-through
- Above average phone and customer service skills
- Demonstrated superior writing, grammatical and editing skills
- Has comfort and experience dealing with C-suite executives and VIPs via phone and in person

Information Systems/Technology Skills:

- Exceptional computer skills (including operating systems, Internet, spreadsheets, and other office management systems)
- Must be proficient in Microsoft Office applications including Outlook, Word, and PowerPoint

LICENSES, CERTIFICATIONS, and/or REGISTRATIONS: Specify minimum credentials and clearly indicate if required or preferred.

Not Applicable

<p><u>Licenses:</u> Required: •</p> <p>Preferred: •</p>	<p><u>Certifications:</u> Required: •</p> <p>Preferred: •</p>	<p><u>Registrations:</u> Required: •</p> <p>Preferred: •</p>
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EDUCATION: Check boxes that best describe the minimum and preferred education requirements.

Minimum Required:

- High school diploma, GED or equivalent
- Certificate : Please specify
- Some college or Associate’s Degree
- Bachelor’s Degree
- Master’s Degree
- Doctoral Degree
- None required

Preferred:

- High school diploma, GED or equivalent
- Certificate : Please specify
- Some college or Associate’s Degree
- Bachelor’s Degree
- Master’s Degree
- Doctoral Degree

Field of Study/Additional Specialized Training:

Not Applicable

Equivalent Experience – please document if educational requirements can be met through equivalent experience:

Not Applicable

EXPERIENCE: Indicate the required and preferred (optional) amount and type of experience.

Not Applicable

Required: Minimum of 5 years of administrative assistant experience required with at least 2 years-supporting senior executives in large, matrixed organization

SUPERVISORY RESPONSIBILITY (authority to hire, promote, or terminate): Indicate supervisory “scope” and list the number of employees supervised.

Not Applicable

Direct:

Indirect:

Professional Staff Supported:

Non-Employees:

FISCAL RESPONSIBILITY: Indicate financial “scope” information, e.g. size of budget, volume, revenue, etc.

Not Applicable

Prudent use of hospital resources.

WORKING CONDITIONS: Describe the conditions in which the work is performed. Use this section to detail any physical requirements for the position (lifting, carrying, etc). Use this section to also detail any environmental conditions associated with the position (outdoor weather requirements, hazardous materials, etc).

Open office environment with normal office conditions.

The information contained in this document 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 individuals so classified.