The MIT Libraries seek an enthusiastic, self-motivated and service-oriented individual to support access and administrative functions of the department of Information Delivery and Library Access (ID&LA). This position provides an excellent opportunity to support the daily activities, initiatives and broader service mission of the Libraries, and to gain experience in a dynamic academic library setting.

RESPONSIBILITIES:

Administrative Responsibilities (50%)

Provides comprehensive administrative support to ID&LA including:

- Purchasing supplies, processing staff reimbursements, providing some location-based mail delivery
- Serving as liaison to Facilities, Audio/Visual, and other MIT service providers, as well as outside vendors
- Serving as primary point of contact for events in Libraries’ public spaces, and reporting/tracking facilities issues
- Managing online calendars; managing Delivery Team schedule
- Helping staff troubleshoot Concur expense reports
- Monitoring and providing financial review and control, processing expense reports and ensuring timely submittal; reconciling as needed

Direct support of the Department Head and Leadership Team includes:

- Scheduling and planning support for meetings/events (room reservations, food, AV, etc.)
- Facilitating internal communications and managing shared files
- Serving as confidential calendar designate for Department Head
- Coordinating and producing reports such as quarterly and annual statistics
- Supporting budget development, generating and monitoring monthly spending reports
- Coordinating with ID&LA managers on onboarding and offboarding of ID&LA staff (managing meetings, key requests, space and technology set up, etc.)

As a Library administrative support staff member:

- Providing coverage for other administrative support staff members during absences
- Contributing to the collaborative improvement of processes and workflows, developing and maintaining documentation and training materials, and updating centrally-coordinated communications platforms, organizational charts, assisting with proofreading as needed

Access Services Associate Responsibilities (50%) (under the direction of the Access Services Manager)

- Participating in all aspects of circulation, reserves, and library service point operations
- Delivering high quality customer and basic information service to the MIT community across ID&LA service points, both physical and virtual
- Performing duties which support library operations, including creation and maintenance of maps and wayfinding aids for all library locations and as the primary point of contact for events in library spaces
- Interpreting policies, procedures, standards and practices, applying them to service and problem solving
- Contributing to the development of documentation and training materials related to departmental processes and workflows and may assist with hiring, training or directing the work of student or temporary assistants
- May participate in local and library-wide committees or projects and performs other duties as assigned
QUALIFICATIONS:

Required:
- High school diploma or equivalent.
- Minimum of 3 years administrative, office, or related experience.
- Must be able to lift 40 pounds to transport catering, equipment, and other items for occasional meeting or delivery support.
- Advanced computer skills in Windows and software including Word, Excel, PowerPoint, and Outlook, as well as comfort with learning additional programs/systems.
- Excellent interpersonal and communication skills both written and oral, proven commitment to high customer service standards, and demonstrated initiative in identifying and responding to administrative and service needs.
- Ability to work and contribute both independently and as an integral part of a service team, to work collaboratively, and to interact effectively with a diverse group of people.
- Well-developed problem solving skills, including ability to identify problems, exercise good judgment and carry out solutions; demonstrated ability to exercise independent judgment and discretion.
- Demonstrated ability to manage competing priorities in a dynamic, fast-paced environment, including ability to work independently.
- Keen attention to detail and demonstrated ability to analyze and solve problems, bring tasks and projects to full completion, be dependable and punctual.

Preferred:
- Work experience in an academic environment or research library.
- MIT experience a plus.
- Exposure to project management techniques and tools beneficial.
- Experience with Aleph, Alma, Atlas, Concur, SAP, CMSs, wiki management, Visio, Adobe Creative Suite, and Asana (or other task management system).

HOURS: 35 hours per week. Monday – Friday, 8:00 a.m. – 6:00 p.m. (schedule to be determined)

HOURLY RATE AND BENEFITS: $20.48/hour minimum; actual based on qualifications and experience. MIT offers excellent benefits including a choice of health plans, a dental plan, tuition assistance and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.

APPLICATION PROCESS: Apply online at: https://hr.mit.edu/careers/ applications must include cover letter and resume. Priority will be given to applications received by 1/28/2020; position open until filled. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and minority candidates. Professionals who enthusiastically embrace the empathy, courage, self-reflection and respect of a multicultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply.