

MIT Position Description

Job Title:	Administrative Assistant II	Position Title and Job Number:	Administrative Assistant II (Customer Service), 26048
Pay Grade:	5	% Effort or Wkly Hrs:	35 hours, full time
Department:	Admissions	Reports to:	Assistant Director for Customer Service
Pay Range:	\$27.50 - \$34.20/hr	Date:	September 15, 2026

Position Overview:

Serve on the Admissions customer service team, providing essential assistance to applicants, prospective students and families, over the phone, by email and in person. Serves as an ambassador to the institute at the MIT Welcome Center at Kendall Square, and works behind the scenes supporting Admissions customer service and administrative needs.

Principal Duties and Responsibilities (Essential Functions*):

- Develop and maintain an expert knowledge of MIT programs, culture and the admissions application process in order to provide excellent customer service to applicants and families in-person, on the phone, and via email communications.
- Staff the Welcome Center reception desk, working closely with colleagues at MIT Open Space Programming, ensuring that the visitor experience at MIT is welcoming, informative and inspiring.
- Under the supervision of the Assistant Director of Customer Service, assist the Campus Visits team in the coordination of student tour guides and on campus events as well as provide logistical support for outreach initiatives.
- Other duties include general office administration, and project support for admissions programs.

Supervision Received:

Position reports to the Assistant Director for Customer Service.

Supervision Exercised:

None.

Qualifications and Skills:

Excellent customer service skills, good judgment, tact and professional demeanor required. Detail orientation, accuracy, reliability, organization, and comfort working on multiple tasks simultaneously with minimal supervision. Should be flexible and resourceful and possess strong communication skills. Must enjoy contact with a wide variety of personalities, primarily prospective applicants and parents. Must be able to work on-campus in Cambridge, MA.

PREFERRED EDUCATION AND EXPERIENCE:

College degree and three years of customer service experience preferred.