

MIT Position Description

Job Title:	Management 1, Admissions	Position Title and Job Number:	Assistant Director of Admissions (Customer Service), 26049
Pay Grade:	7	% Effort or Wkly Hrs:	100%
Department:	Admissions	Reports to:	Associate Director for Campus Visits
Pay Range:	\$68,540 - \$92,380	Date:	September 15, 2026

Position Overview:

Reporting to the Associate Director for Campus Visits, manage the Customer Service team, charged with responding to high volume email and phone inquiries courteously, with accuracy and efficiency, in addition to greeting and directing every campus visitor who enters the MIT Welcome Center. Manage a team of four frontline customer service providers. Schedule daily Welcome Center staffing and program support with Admissions colleagues and key campus partners. Oversee incoming email and phone communications. Coordinate administrative support for various Admissions programs and activities, and provide ongoing training and development for Customer Service team staff. Responsibilities also include supporting MIT's prospective student campus visit programs, including information sessions, campus tours, yield initiatives, and other programs.

As an Admissions Officer, read and evaluate first-year and transfer applications, and serve on the admissions selection committee. Conduct online and on-campus information sessions, in addition to scheduling, coordinating and presenting regional information sessions throughout the country.

Principal Duties and Responsibilities (Essential Functions*):

Support Staff Management

Create daily schedules for all members of the Customer Service team ensuring consistent coverage of the Welcome Center, phones, and email inboxes throughout operating hours. Manage and balance team workloads making sure every team member is well-supported and overall team goals are met. Under the direction of the associate director for campus visits, maintain channels of communication and collaboration across the admissions office and among campus partners, and provide ongoing training and development opportunities for the team to ensure accurate information is being provided to prospective students and their support networks.

On-campus Visitor Services

Coordinate daily Welcome Center staffing and program support with the Open Space Programming Operations Manager. Oversee the check-in process for the daily campus visit programs and regularly serve as on-campus Welcome Center support.

Under the direction of the Associate Director of Admissions for Campus Visits, participate in the continued development and assessment of Welcome Center procedures and operations that ensure that the customer service needs of our prospective students, parents and other visitors

are met, while balancing the needs of our in-person visitors with our external contacts via phone and email.

Incoming Email and Phone Communications

Manage and oversee incoming phone and email communications, including the admissions phone tree on the main MIT Admissions phone line and emails to the general admissions inbox. Manage peak call and email volume periods and develop and assess dynamic staffing plans and communications programs in support of these systems.

Continuously monitor phone wait queues and email response times to ensure quality customer service is provided. Support staff in the training, development, and management of student workers.

Serve as the primary point of escalation for phone and email communications that cannot be handled by front line Customer Service staff or Student Reception team members.

Application Review and Selection

Read and evaluate domestic and international first-year applications annually, which requires regular evening and weekend work from late October through mid-March. Participate in the first-year selection and transfer selection process.

Admissions Reception and Information Sessions

Counsel walk-in visitors, complete email correspondence and respond to phone calls from prospective students and guidance counselors. Regularly conduct on-campus information sessions for visiting students and parents.

Outreach Travel

Independently schedule, plan and present numerous regional recruitment information sessions throughout the country, generally requiring up to 2 weeks of travel. Other travel obligations may include attendance at local and national college fairs, and occasional professional conference attendance.

Other duties as assigned.

Supervision Received:

Position reports to the Associate Director of Admissions for Campus Visits.

Supervision Exercised:

Supervises a team of four support staff members, and several student workers.

Qualifications and Skills:

Bachelor's degree; at least three years' relevant experience, including at least two years of experience in college admissions or related field; support for MIT's commitment to access, equity, and inclusion; excellent interpersonal, organizational, communication and public speaking skills; experience with project management, problem-solving, and analytical thinking; the ability to work collaboratively with a diverse range of people with both sensitivity and tact; ability to take initiative and transform ideas into practical solutions; experience developing and managing programs; keen attention to detail; ability to work independently with minimal supervision over sustained periods; superior judgment and discretion; and a driver's license. Regular evening and weekend work



required during the academic year. Some travel by air annually. Must be able to work on campus in Cambridge, MA

PREFERRED EDUCATION AND EXPERIENCE:

Leadership and supervisory experience, as well as proficiency with SLATE (Technolutions) are preferred.

* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.