

# OPERATIONS ASSISTANT

## OVERVIEW

Harvard University's [Opportunity Insights](#) (OI) is seeking applicants for an **Operations Assistant**. The Operations Assistant is part of the core administrative staff of Opportunity Insights (OI), a Center within the Division of Social Sciences, reporting to the Assistant Director of Administration. OI has a core team of researchers and staff and is host to frequent collaborators, visiting faculty, and visits from sponsors and board members. This position supports OI's researchers, staff, and visitors with facilities, equipment, event planning, and day-to-day business needs (e.g., front desk staffing, assistance with conference room set-up, supporting website updates, supply inventories, etc.)

Opportunity Insights (OI) is a nonpartisan research and policy institute focused on improving economic opportunity. Founded in 2018, Opportunity Insight has become a nationally- and internationally-recognized leader in the science of economic mobility and in the use of large administrative data to understand and address inequality. Opportunity Insights has published seminal work on national trends in [upward mobility](#); [racial disparities](#); the role of [neighborhoods](#), [social capital](#), and [higher education](#) in upward mobility; and the use of private-sector data to understand disparate impacts in the [recent economic recession and recovery](#). To complement this research, Opportunity Insights has developed data resources including the [Opportunity Atlas](#), the [Social Capital Atlas](#), and the [Economic Tracker](#) to support evidence-based policy and practice. To date, OI's work has shaped policy discussions at the national and local level, with nearly a dozen of its studies covered on the front pages of [major media outlets](#), such as the [New York Times](#), [The Economist](#), the [Wall Street Journal](#), and have been widely cited in policy discussions, including the President's State of the Union address.

## RESPONSIBILITIES

- Work closely with the Assistant Director of Administration to implement and support day-to-day business and operations needs such as staffing the front desk/reception area (e.g., answering phones, greeting visitors), and supporting the implementation of administrative systems and procedures for OI office operations (e.g., equipment and supply inventory processes, facilities improvement plans, staffing directories, emergency management plans, etc.)
- Serve as administrative contact and liaison for OI-related inquiries and needs pertaining to supplies, space and property management, A/V, telecom, and office equipment - including photocopiers, fax, printers, shared computers, etc.
- Assist with coordinating OI events ranging from small to large gatherings that may take place on or offsite and virtually (e.g., sending invitations, arranging caterers, reserving venues, etc.).
  - Organize space logistics for administrative meetings for the Executive Director or Assistant Directors, including booking rooms, setting up and breaking down rooms, coordinating with custodians, organizing and setting-up catering, and cleaning up after each meeting.

- Coordinate and directly provide logistical support for social events for core admin staff, such as farewell gatherings; or for the center.
- Support Assistant Director of Administration with onboarding and offboarding of employees on tasks related to office space and technology and equipment setup, office access, and other related areas.
- Take regular inventory of office supplies, update inventory and orders as needed, and ensure that the OI office space is consistently clean and well-organized.
- Provide excellent customer service to internal and external stakeholders (including affiliate faculty, graduate students, staff, visitors, and affiliate offices such as property management and HUIT) and maintains strong relationships with current and potential vendors.
  - Provide assistance to departmental visitors.
- Assist with Center website updates including uploading new content.
- Support operations for OI by acting as backup for other administrative support staff during vacations, sick, and personal time off, and attending to other duties and special projects as needed.
  - Provide coverage for executive assistants during their absences, including appointment and financial processing, scheduling and meeting support, travel arrangements, ordering of office or center supplies.

## REQUIREMENTS

### BASIC QUALIFICATIONS

Three or more years of experience in administrative functions, customer service, and/or related areas. Education beyond high school may count toward experience.

### ADDITIONAL QUALIFICATIONS AND SKILLS

- Excellent organizational skills with the ability to prioritize work in a fast-paced environment with multiple interests.
- Proven project coordination skills. Strong interpersonal, customer service, and communication skills.
- Strong attention to detail and ability to handle complex and confidential information with discretion.
- Solid working knowledge of office processes and systems, and of related computer software and audiovisual tools used for video conferencing and individual staff computing.
- Ability to work across teams and with a variety of projects and constituencies.
- Experience working with outside vendors and with events coordination is a plus.

## LOCATION

This is an in-person position based in Cambridge, MA.

## COMMITMENT TO EQUITY, DIVERSITY, INCLUSION, AND BELONGING

Harvard University views equity, diversity, inclusion, and belonging as the pathway to achieving inclusive excellence and fostering a campus culture where everyone can thrive. We strive to create a community that draws upon the widest possible pool of talent to unify excellence and diversity while fully embracing individuals from varied backgrounds, cultures, races, identities, life experiences, perspectives, beliefs, and values.

## HOW TO APPLY

Please apply through [Harvard's online portal](#).

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.*