

Chief of Staff

Early Career Roles
Developing Functional Excellence

Mid-Career / Supervisory Roles
Developing Critical Experience and Leadership

Late Career / Leadership Roles
Leveraging Leadership Capabilities

Job Family Description

Positions in this job family provide administrative or professional support for departments, programs, divisions, and other organizational units. Administrative support work may be directly related to business operations, administration and clerical support. Responsibilities in this family address the general management of institution operations at the unit and/or department level. Typical functions include broad unit business operations, ancillary services management, clerical/secretarial support, etc.

Minimum Qualifications:

- ▶ Education: Bachelor's Degree or higher.
- ▶ Experience: 8 + years of related experience.

**Work Level/
Pay Band: 5**

Duties

- ▶ Provides management and coordination of business operations for the Office of the President.
- ▶ Coordinates activities of the President and executive management team with other divisions and departments.
- ▶ Advises the President, providing extensive professional assistance, project management, and recommendations on institutional issues and performs highly responsible management work covering a broad range of activities, including supervision of assigned staff.
- ▶ Supports development and planning of the annual operating budget.
- ▶ Serves as the Institution's spokesperson with external contacts.
- ▶ Manages Board relationships and develops Board Orientation Handbook.
- ▶ Serves as liaison between the President and members of the executive management team.
- ▶ May represent the President's office at meetings when required and appropriate.
- ▶ Supports policy development and strategic planning .
- ▶ Assists in developing, documenting, and implementing operational policies, procedures and standards.
- ▶ Develops faculty and committee bylaws and drafts resolution citations.
- ▶ Provides input on strategic plan.
- ▶ Acts as Human Resources liaison for department, initiates personnel recruitment, and assists in staff selection.
- ▶ Leads internal and external communications and liaison activities within the President's Office.

*** The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*

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Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> ▶ Excellent organizational, management, and technical skills. ▶ Knowledge of administrative and management practices. ▶ Ability to interact and influence at the most senior levels of an organization and to work collaboratively across functions, levels and departments toward shared objectives. ▶ Ability to analyze programs and projects and recommend improvements. ▶ Skill in communicating effectively both orally and in writing. ▶ Skill in using independent judgment and discretion in handling emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. ▶ Skill in comprehending, interpreting, and applying regulations, procedures, policies and related information. ▶ Knowledge of principles of management, supervision, planning, budgeting, and personnel principles and practices. ▶ Ability to make acceptable professional recommendations on policy development ▶ Ability to organize, delegate and establish meaningful goals; establish effective working relationships with employees and the public. <p>Supervisory Responsibilities Supervises other employees within the department.</p>	<ul style="list-style-type: none"> ▶ 1. Communication <ul style="list-style-type: none"> – Uses high-level persuasion and negotiation skills. ▶ 2. Judgment/Decision Making <ul style="list-style-type: none"> – Makes decisions that affect more than one department and sometimes the entire institution. ▶ 3. Accountability & Self-Management <ul style="list-style-type: none"> – Leads a major department or multiple departments; develops strategies, designs policies and deploys resources to achieve objectives. ▶ 4. Supervision <ul style="list-style-type: none"> – Has substantial latitude for independent action. ▶ 5. Problem-Solving & Analysis <ul style="list-style-type: none"> – Applies highly developed creative and problem solving skills. ▶ 6. Budgetary Decisions <ul style="list-style-type: none"> – Is accountable for budget planning and controlling expenditures. ▶ 7. Policy Development <ul style="list-style-type: none"> – Designs and enforces departmental and/or institutional policies and deploys resources to achieve objectives.

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