



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Greater Syracuse Job Posting – Chief of Staff

Job Title: Chief of Staff

Reports To: President/CEO

FLSA: Exempt – Full-time

Work Location: Metro @ Downtown Branch

Work Schedule: Monday – Friday

Applications Accepted Thru: December 20, 2017

A Career with a Cause:

At the Y, strengthening community is our cause. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. We focus our work in three key areas, youth development, healthy living and social responsibility. We are committed to this cause because a strong work community can only be achieved when we invest in our kids, our health and our neighbors.

General Functions:

Under the direction of the President/CEO, the Chief of Staff (“the COS”) is a critically important role, enabling the CEO to work most effectively with internal and external stakeholders and fulfill his commitments to YMCA partners, funders, and the Board of Directors. This is not an administrative role; it is highly strategic and facilitative one that requires a combination of focus and flexibility, as well as a willingness to play an active, behind-the-scenes role. As the CEO’s ‘trusted counsel’, the role requires a highly resourceful individual with strong emotional intelligence, self-motivation, and strong analytical skills.

Responsibilities/Duties/Functions/Tasks:

The essential functions of this position include, but are not limited to the following:

- 1. Preparation for, and facilitation of, “critical path” CEO meetings** (e.g., with YMCA executive leadership, current or potential partners, funders, community leaders, government officials, and peer executives). While members of any one of these groups may initiate these meetings through the CEO’s Executive Assistant and be responsible for inviting and preparing participants, the COS is accountable to ensure that the meeting objectives are realistic, that preparation is appropriate, and that the CEO is well-prepared. This responsibility is less about logistics and more about content and the COS’s judgment about the appropriateness and sufficiency of the intended preparation. In other words, the COS’s role is to make sure the CEO’s time is leveraged most effectively in a meeting context. This may mean querying and pushing back on senior executives and assisting in their preparation for their interactions with the CEO.
- 2. Coordination/orchestration of projects or commitments directly involving the CEO** and his direct reports. This responsibility primarily focuses on ensuring alignment among the often disparate stakeholders and, when such alignment is absent, sharing this fact with the CEO and recommending mitigating approaches. While this responsibility envisions the COS “going deep” on a relatively limited number of projects, s/he would also need to understand the breadth of the projects within the CEO’s purview. The CEO and the COS would agree in advance on the schedule of projects requiring COS involvement. Tact, diplomacy, and persistence are essential qualities in executing this dimension of the role.

3. **Independent leadership of special CEO-initiated projects**, ranging from written products to be authored by the CEO to convening thought leaders on various topics. While the vast majority of CEO-initiated projects will find homes among the executive team and their staffs, some confidential or time sensitive issues will need to reside within the office of the CEO and be led by the COS and the CEO. From time to time, the Board asks the CEO to come back with specific analyses—these, too, would fall within the COS' purview.
4. **Development of draft communication on behalf of the CEO** and/or research in support of these. Communications range from the CEO update at Board meetings, to follow up correspondence related to the CEO's various meetings with funders, partners and staff, to various speaking engagements involving external audiences. In addition to the drafting of key communications, the COS should also be able to accurately reflect the CEO's position in internal meetings to help drive understanding of his views, though the role does not entail devolved responsibility to act for the CEO unless so specified.
5. **Proactive identification of issues that could impact the successful execution of the CEO's commitments**: This responsibility involves elevating those issues about which the CEO should be aware and framing/positioning ideas to resolve the problem/mitigate the risk. This is among the most challenging aspects of the job and will require the COS to focus on the underlying interests of the parties working with the CEO, understand their intentions, and creatively identify alternative means of handling pressing issues.
6. **Support the executive team's communications with the CEO**: The COS will help facilitate decisions the executive staff need receiving feedback on from the CEO. S/he will support the needs of the executive staff in their ability to raise critical issues with the CEO and receive needed responses, guidance and decisions.
7. **Other duties as assigned.**

Specific Responsibilities

1. Key Meeting Preparation/Facilitation

- Work closely with CEO's Executive Assistant to remain apprised of/schedule upcoming CEO commitments.
- Confirm objectives for the meeting and recommend participants and best approach.
- Develop backgrounders for CEO on the meeting (note: CEO's Executive Assistant will assist with basic preparation).
- Help ensure participants are aware of and prepared for the meeting.
- Attend meetings, capture major take-a ways, and work with executive team to ensure follow up.
- Work with CEO's Executive Assistant to ensure appropriate and timely communication to participants.
- Monitor/progress achievement of next steps.

2. Project Coordinator/Orchestration

- Develop and maintain an inventory of critical path projects in which the CEO is especially interested and/or for which her awareness and involvement is essential
- Work with Executive staff to align their actions and communications in support of agreed upon goals. COS's role will be to work with all staff to ensure that the CEO's needs are conveyed, that progress is being made in a timely way, and that any demands on CEO's schedule are understood and agreed upon. The COS will also work to ensure the Executive team's needs are conveyed to the CEO for consideration.
- Be prepared to apprise the CEO of project status and variations from schedule or scope.

3. Leadership of Special Projects

- Scope, plan and execute multiple, often quick-turnaround projects with minimal outside assistance.
- Present ideas for special projects that might facilitate the CEO's/leadership's objectives.
- Work with appropriate stakeholders, including outside parties, to undertake analysis.
- Present findings to CEO, Executive staff, or Board, as appropriate.
- If necessary, oversee transfer of the project to other stakeholders within the organization.

4. Communication

- Create inventory of upcoming communication "events"—including articles, columns, speeches, panel discussions, etc.
- Create, maintain and leverage a relationship mapping of the CEO's and YMCA's key external relationships and their respective interconnectivity.
- Work with CEO to determine the role the COS will play in outlining, drafting, and/or researching in support of each event.
- Perform agreed upon work—including coordinating with others who might be involved; communication must be clear, concise, and compelling and adhere to YMCA guidelines.
- Prepare follow up correspondence for internal and external meetings, as directed by the CEO.
- Conduct fact checking-in support of all communications.
- Present timely work-in-progress updates to the CEO on the status of the communication materials mentioned above.
- Represent the CEO in outside forums that the CEO cannot attend. Often, this will mean accompanying another YMCA executive to a meeting.
- Follow up with copies of communication materials (such as brochures, fliers, folders, etc.) as appropriate.

5. Issues Identification

- Engage in root cause analysis – often without prompting from the CEO or others – on issues and opportunities that could impact the Y's executive agenda.
- Confirm hypotheses through tactful and discrete engagement with the relevant parties.
- Develop alternative approaches to addressing the problem or opportunity.
- Succinctly update the CEO on the issues, supported with facts and recommendations.
- Engage in coalition building in support of mitigation approaches.

Opportunities for Professional Development

The incumbent will gain highly valuable skills enabling him or her to more readily attain a general management perspective/role that encompasses the strategic, financial, and operational aspects of leading a non-profit organization.

Specifically, the COS will:

- Become aware of issues from an integrative, executive leadership perspective.
- Obtain an up close and personal understanding of leadership and decision-making related to the simultaneous execution of a complex growth strategy and the transformation of an industry sector.
- Be exposed to senior executives and Board members, with the opportunity to learn from their strengths and developmental areas.
- Be mentored by the CEO.

- Have access to formal developmental opportunities that augment their responsibilities as COS.

Experience and Education:

- Bachelor's degree in social services, business or equivalent preferred.
- Three or more years of related experience working as an assistant to high level executives or administrators, preferably in a not-for-profit setting.

Qualifications:

- Proficient in all standard business software.
- Knowledgeable about office processes and procedures.
- Ability to work with integrity, discretion and a professional approach.
- Prefer knowledge of and previous experience with diverse populations (language, culture, race, physical ability, sexual orientation, etc.).
- Ability to speak any language in addition to English may be helpful.

Trainings & Certifications:

- Must complete the online Bloodborne Pathogens (yearly certification) and Employee Safety trainings prior to initial assignment to position.
- Must attend and complete the Hazard Communication training and Youth Protection Series trainings within the first 90-days of employment.

YMCA Competencies (Multi-Team Leader):

Critical core competencies for successful performance in this role are:

- Highly-developed communication skills (written/verbal) and interpersonal savvy
- Results/action-orientation; project management skills
- Organizational and political agility; development negotiation skills
- Unquestionable personal code of ethics, integrity, diversity and trust
- Able to successfully navigate within varying degrees of ambiguity in a fast-paced environment
- Strong strategic/financial analysis skills

1. Mission Advancement: Models and teaches the Y's values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.
2. Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.
3. Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.
4. Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

Physical Demands:

Ability to sit, use hands and fingers, stand, typing, walk, reach, climb, balance, stoop, crouch, kneel and climb stairs. Occasionally required to lift and/or carry and move up to 30 pounds. Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus. Hear noises and distress signals in the office environment with background noise and perform all needed rescues skills. Movements frequently and regularly require using the wrists, hands and/or fingers.

Work Environment:

Work is normally performed in a typical office environment. At times, the employee may be required to travel to locations that are not ADA compliant and be exposed to prevailing weather conditions. The noise level in the work environment is usually moderate.

Americans with Disabilities Specifications:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply:

Interested candidates should email their completed application as found on www.ycny.org along with a cover letter and resume to mike@syracuseymca.org by December 20, 2017.

The YMCA of Greater Syracuse reserves the right to interview only those candidates whose qualifications, experience and background meet the requirements of the position.