



# Campaign For Working Families, Inc.

## CHIEF OF STAFF | JOB DESCRIPTION

### EMPLOYEE INFORMATION

<b>Job Title:</b>	<b>Chief of Staff</b>	<b>Last Updated:</b>	September, 2023
<b>Department:</b>	<b>All</b>	<b>Primary Manager:</b>	President / CEO
<b>DOL Status:</b>	<b>Full-Time</b>	<b>FLSA Exemption:</b>	Exempt

### Overview Campaign For Working Families

Campaign For Working Families Inc., mission is to champion the financial well-being and economic mobility of individuals and families by leading programming and advocating for policies, initiatives, and support systems that ensure equitable opportunities and financial stability. CWF is driven by the belief that every individual and family deserve respect, dignity, and the tools/information to succeed, and CWF is committed to enacting positive change at both the policy and grassroots levels by fostering a culture of empathy, data-driven decision-making, and collective action. The following core values serve as a guiding framework for the Campaign for Working Families, helping to define its mission, goals, and actions in support of individuals and families throughout its communities:

- Equity and Inclusion:** We believe in a society where all individuals and families, regardless of their background, race, gender, or socioeconomic status, have equal opportunities and access to resources.
- Family-Centered Approach:** We prioritize policies and initiatives to support the well-being, stability, and growth of families, recognizing that strong families are the foundation of a thriving society.
- Collaboration and Partnerships:** We value collaboration with other organizations, governments, businesses, and individuals who share our commitment to the well-being of working families.
- Data-Driven Decision-Making:** We rely on evidence and data to inform our policies and initiatives, ensuring that our efforts are effective and impactful.
- Respect and Dignity:** We treat all individuals with respect and dignity, recognizing the inherent worth of every member of a working family, and striving for a society that upholds these values.

### Position Summary

The Chief of Staff is a strategic partner and advisor to the CEO and the senior team, acting as an integral link to ensure alignment across the organization. This role drives critical initiatives, enhances operational efficiency, and ensures clear and effective communication both within the senior/executive team and the broader organization. Through a combination of strategic insights, problem-solving expertise, and operational prowess, the Chief of Staff ensures the CEO's vision and directives are effectively translated into actionable plans and consistent execution. This individual is a versatile leader, capable of both high-level strategic thinking and hands-on execution, while navigating the complex dynamics of a growing organization.

### Essential Functions

#### Role and Responsibilities

- **Strategic Alignment:** Collaborate with senior team members and CEO to align on business priorities and ensure cohesive execution across units/departments.
- **Operational Excellence:** Enhance organizational efficiency by refining processes, ensuring timely decision-making, and facilitating cross-departmental coordination.
- **Initiative Leadership:** Lead or contribute to special projects, ensuring timely and successful completion.
- **Communication:** Serve as a conduit for clear and effective communication between the CEO, executive team, and the broader organization.

- **Advisory:** Act as a trusted advisor to the CEO, offering insights, perspectives, and recommendations on a wide range of business matters.
- **Meeting Management:** Assist and communicate with CEO and Senior leaders in decision-making, program management, and initiative implementation. Review, design, and execute improvements to organizational structure, and find knowledge and process gaps.
- **Team Alignment:** Ensure all staff issues are addressed properly, efficiently, and judiciously, and keep track of progress until resolved.
- **Communication:** Improve current processes and coordinate organizational procedures for optimized efficiency and productivity. This includes coordinating or leading on senior team meeting agendas and off-sites.
- **Project Management:** Drive organizational level projects that may involve multiple internal and external stakeholders.
- **Stakeholder Management:** Serve as a liaison between staff, senior leaders, and the CEO, ensuring smooth communication and prompt resolution of requests and questions.
- **Special Projects:** Take on any ad-hoc assignments and/or projects to support the CEO.

## Competencies, Knowledge, Skills, and Abilities

- **Strategic Thinking:**
  - Ability to see the big picture and align operational tasks with organizational objectives.
  - Forward-looking perspective, anticipating future challenges and opportunities.
- **Leadership and Influence:**
  - Demonstrated ability to inspire and motivate teams.
  - Capacity to make difficult decisions and provide direction during uncertain times.
- **Emotional Intelligence:**
  - Ability to understand, interpret, and respond to team dynamics effectively.
  - Skilled at navigating diverse personalities and managing conflicts.
- **Exceptional Communication:**
  - Proficient in both verbal and written communication, tailored for various audiences from staff to stakeholders.
  - Skilled in active listening and effective feedback delivery.
- **Analytical Skills:**
  - Ability to assess complex situations and data to derive insights.
  - Skill in problem-solving and devising effective solutions.
- **Organizational Abilities:**
  - Proficiency in project management and multitasking.
  - Strong attention to detail while managing competing priorities.
- **Interpersonal Skills:**
  - Ability to build strong relationships across all levels of the organization.
  - Capacity to collaborate with diverse teams and departments.

- **Adaptability and Flexibility:**
  - Comfortable with ambiguity and rapidly changing circumstances.
  - Resilient and capable of leading through transformation.
- **Ethical Judgment and Integrity:**
  - Demonstrated discretion in handling sensitive information.
  - Commitment to upholding organizational values and standards.
- **Operational Acumen:**
  - Proficiency in understanding and optimizing operational processes.
  - Ability to align operational activities with strategic objectives.
- **Decision-Making:**
  - Balanced approach to decision-making, considering data, human factors, and long-term implications.
  - Capacity to make decisions in high-pressure situations.
- **Time Management:**
  - Skilled in prioritizing tasks and ensuring efficient use of time.
  - Ability to delegate effectively.
- **Continuous Learning and Growth Mindset:**
  - Commitment to personal and professional development.
  - Openness to feedback and iterative improvement.
- **Networking and Relationship Building:**
  - Ability to establish and nurture connections inside and outside the organization.
  - Skill in leveraging networks for organizational benefit.
- **Technical Proficiency:**
  - Familiarity with relevant tools, software, and platforms used in the organization.
  - Capacity to quickly learn and adapt to new technologies.

#### Qualifications (Education and Experience)

- At least 10 years of professional level experience as a proven Chief of Staff, Business Operations, Strategy, or similar role leader.
- A Master's or other higher degree(s) required from an accredited college/university.
- Exceptional leadership abilities with a strong track record of positioning an organization for success.
- Outstanding analytical and problem-solving skills.
- Excellent communicator in written and verbal form.
- Extremely versatile, dedicated to efficient productivity.
- Ability to work within a high-performance, cross-functional organization with extremely tight timelines and aggressive goals.
- Experience working directly with people from a diverse racial, ethnic, and socioeconomic background.
- Experience managing, developing, implementing strategic plans and initiatives.
- Experience managing projects on-time and on-budget, managing consultant services, and contracts.
- Experience in grant writing.
- Experience liaising with organization/company partners and stakeholders.

### **Supervisory Duties and Responsibilities**

- The Chief of Staff will supervise Senior leaders and Managers as assigned by the CEO.

### **Other Specialties, Certifications, Physical Requirements, and Work Conditions**

- Regular, predictable attendance is required.
- This position operates in an office setting and/or work from home and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Exertion of physical strength to lift, carry, push, pull, or otherwise move objects up to 10 pounds. Work involves sitting, walking, and standing is often necessary in carrying out job duties.

### **Acknowledgment**

I acknowledge that I have read and accepted this job description. I understand what is expected of me in this position, and I can perform the essential functions as outlined with or without reasonable accommodation. Furthermore, I understand the duties and responsibilities listed in this job are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. If I have any questions about duties and responsibilities not specified in this job description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resource representative.

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**Employee Name (*Please Print*)**

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**Employee Signature**

\_\_\_\_\_  
**Date**