

Position Description

Position Title	Chief of Staff	Created By	Executive Office
Reports To	President and CEO	Date Created	7/09/2024
Direct Reports	Dir, Communications; Sr Dir, Gov & Community Affairs	Approved By	Human Resources
FLSA Status	Exempt	Classification	Officer/Chief

Summary

The Chief of Staff (COS) serves as a key advisor to the President & CEO. The role requires liaising with internal stakeholders and overseeing and managing the Government and Community Affairs Department and the Communication Department. The COS will be politically astute with strong strategic and analytical skills and will be responsible for driving key projects and initiatives with a high level of emotional intelligence, sound judgment, and diplomacy. The COS will support work across all Opportunity Home departments, including the coordination of interagency initiatives and cooperative efforts.

Essential Duties + Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed. These essential functions require a consistent presence in the work environment on a regular basis, and regular attendance must be maintained.

- Acts as a strategic advisor to the President & CEO and a primary liaison to the Executive and Senior Leadership Team to ensure internal completion of special assignments, projects and initiatives.
- Works in synchronization with the President & CEO, anticipates potential internal issues and challenges, and provides sound recommendations and solutions.
- Serves as a member of the Senior Leadership Team. Meets with senior leaders to identify and manage critical internal issues that require the attention of the Executive Leadership Team or Board of Commissioners (BOC), including governance and housing priorities; emerging issues, funding, and special projects issues.
- Oversees strategic business initiatives from ideation to implementation
- Serves as the President & CEO's liaison between the organization's departments; Manages critical programs and initiatives, project workflow and execution, and timely delivery.
- Serves as Ombudsperson for the organization, receives employee and external stakeholder inquiries and resolves them in a timely manner, and communicates effectively to solicit input, experiences, and best practices.
- Assists with recruitment and talent acquisition of high-level positions by maintaining strong candidate internal and external networks and participating in the interview and selection process.



- Develops programs, policies, and processes to build cohesion and ensure effective communication across a multi-site organization and work environment that includes work site, remote, and hybrid options.
- Provides department leaders with recommendations and consultation to improve project management and teamwork, creates accountabilities, sets key performance indicators, and delivers, monitors, and communicates progress toward goals.
- Executes activities related to the organization’s mission, values and purpose, including employees and internal meetings.
- Attends industry conferences and events to represent and promote the organization and glean insights on trending topics.
- Complete all duties as assigned or requested as outlined in operational and procedural guidelines. These guidelines are maintained and issued in the event of an emergency situation that arises at a property or any other location that serves our residents or employees.
- Participate in Trauma Informed Care (TIC) initiatives, including training, workgroups, project assignments, etc., that are launched or implemented in order to achieve and/or maintain certification as a TIC organization.
- Employees are expected to use Generative AI solutions ethically and responsibly.
- Other duties as assigned.

All supervisors:

- Lead, motivate, engage, and retain employees by:
 - Setting goals for performance and deadlines that comply and conform with the company’s plans and vision.
 - Organizing workflow and ensuring employees understand and are trained on their duties or delegated tasks.
 - Monitoring employee productivity and providing constructive feedback and coaching.
 - Ensuring alignment across various procedures.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills.

- a. **Values Driven** | Demonstrates an understanding of the values (Compassion, Equity, and Excellence) and embodies the values in their work and interactions with residents, vendors, co-workers, supervisors, board members, community members, and other stakeholders.
- b. **Leadership** | Provides direction to people and/or projects by clearly and effectively setting course of action for the assigned department staff and tasks; manages the planning, execution, and achievement of assigned department goals.
- c. **Customer Service** | Responds with Compassion in a professional manner to the expectations and needs of internal and external customers; is friendly and helpful to all customers, fostering positive relationships while providing Excellent service.
- d. **Effective Use of Information** | Communicates important information to those who need to know clearly, securely, effectively, orally, and/or in writing; proactively exchanges accurate and timely information.
- e. **Commitment and Continuous Improvement** | Sets the standard for Excellence by proactively pursuing innovation through systematic experimentation and learning. Corrects mistakes by assessing appropriate processes, proposing adjustments, and prioritizing long-term solutions.
- f. **Teamwork** | Balances team and individual responsibilities; exhibits Compassion, objectivity, and openness to others' views; gives and welcomes feedback; contributes to building a positive team



spirit; supports everyone's efforts of Excellence; attends, supports, and participates in the organization's team-building events.

- g. **Responsiveness and Accountability** | Demonstrates a high level of Excellence and holds oneself personally responsible for one's own work; complies with procedures and directives and understands the importance of maintaining and managing confidential information; recognizes and anticipates issues and provides a responsive resolution in a timely manner.

Education

Required

- Bachelor's degree in public administration, public affairs, political science, or a related field.

Experience

Required

- Fifteen (15) years of relevant experience in the field of public administration.
- Seven (7) years of management experience.
- Must have the ability to learn and use cloud applications such as the Google GSuite applications, including but not limited to Google Chrome Browser, Gmail, Drive, Calendar, Docs, Sheets, and Slides. Understand document sharing and collaboration in the cloud. Experience and proficiency with Microsoft Office 365, cloud-accessible applications, including but not limited to OneDrive, Outlook, Word, Excel, and PowerPoint, or a MAC or PC desktop equivalent, is acceptable.
- Successful completion of a criminal history background check, education, work history verification, and drug screening test.

Preferred Education and Experience

- MBA or Juris Doctorate.
- Knowledge of local and state government affairs, the affordable housing industry, and experience in similar organizations.
- Established relationships with local, state, or federal leaders and local and national members of the press.
- Knowledge of programs and activities relating to urban planning and community development, public housing, rental assistance, affordable housing, and neighborhood revitalization.
- Ability to learn cloud technologies such as LucidChart for diagrams, workflow, and chart drawing. Experience with Vizio or equivalent is acceptable. Basic understanding of Virtual Private Network (VPN) access to connect to internal business systems.

License + Certificates

Required

- Online or in-person course completion within 18 months in the following:
 - Leadership and Executive Management
 - Strategic Communication and Negotiation
 - Organizational Development and Operations
- Texas Class "C" driver's license at the time of placement and insurable by the organization's fleet and liability insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.



Technical Skills

To perform this job successfully, the employee should have

- Ability to be politically astute, decisive, and work under strict deadlines; an independent learner.
- Ability to maintain confidentiality and the highest level of professionalism, tact, and diplomacy.
- Experience speaking on the record and in rapid response.
- Excellent communication skills, able to create compelling presentations and write speeches, position papers, talking points, op-eds, annual reports, and other collateral.
- Familiarity with traditional media and social media tools and protocols.
- Ability to analyze data and make recommendations.
- Ability to conduct research and prepare reports.
- Knowledge of project management, business strategies, negotiations, and collaboration to achieve results.
- Knowledge of budget processes, ability to review and interpret financial data
- Excellent interpersonal skills and the ability to foster collaboration and coordinate internal and external workgroups for short and long-term initiatives
- Ability to mediate conflicts using appropriate dispute resolution techniques.
- Ability to effectively use various portals, software, and other technologies and adapt to updates and upgrades.

Physical Demands

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

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting, standing, operating computers and other office equipment, walking and moving about the office and/or community property, and attending onsite and offsite meetings. The employee must be able to complete data entry, utilize various portals, and communicate via email and verbally via telephone. Will need the ability to walk large properties and climb stairs. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Office Environment

- The noise level in the work environment is usually moderate.
- High level of interaction with external/internal clients.
- May be transferred or be required to work at different properties or sites for interim periods in order to support business needs.

Outside Environment

- Subject to environmental elements when conducting visits to various sites or participating in outside events.



ADA Statement

In compliance with the Americans with Disabilities Act, the organization will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities if it would not impose an “undue hardship” on the operation of the employer’s business.

Ethics

As a public agency, the organization is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism, and honesty to merit the respect of our co-workers, clients, partners, vendors, and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy, and responsiveness.

Equal Employment Opportunity Statement

Opportunity Home is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, gender (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, or genetic information, marital status, veteran status, arrest record or any other characteristic protected by applicable federal, state or local laws. Opportunity Home is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Disclaimer

The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time without notice.

Read and Acknowledged

Printed Employee Name _____ **Date** _____

Employee Signature _____

