

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CHIEF OF STAFF

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under direction of the Superintendent/President (President), provides overall support for the operations of the Superintendent/President's Office; plan, organize, direct, and monitor the activities and operations of areas as assigned by the Superintendent/President; serves as a senior advisor to the President and reports directly to the President on a wide variety of administrative and executive duties, special projects, and initiatives involving the President's office and its priorities; coordinates the execution of District wide projects undertaken by the President; executes strategic government, community, and public relations program; and addresses questions, concerns, issues, and requests on the President's behalf.

DISTINGUISHING CHARACTERISTICS

The Chief of Staff is an equity minded, dynamic leader who thinks strategically, partners with the President and Executive Leadership Team, and collaborates with individuals across campus to actively drive the strategic plan forward, building an atmosphere of coordination and clear understanding of the College's mission, vision, and goals. This position represents the President with various constituencies including the Governing Board, management, faculty, staff, students, alumni, and various external entities such as local and state legislators, business, and community leaders. In addition, the Chief of Staff counsels and advises the President on day-to-day operations, ensuring efficiency and effectiveness and optimizing resources including the management of the budget for the President's Office. The Chief of Staff serves as College District spokesperson principal management support to the President in handling a range of faculty, staff, student, and public and governmental affairs issues, directly handling matters of institutional importance on behalf of the President, as appropriate.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide leadership to areas as assigned by the Superintendent/President; plan, organize, direct, implement, and monitor the activities, operations, and services of assigned areas.
2. Partner with the Superintendent/President and Executive Leadership Team; collaborate with individuals across the College District to actively drive the strategic plan forward; build an atmosphere of coordination and clear understanding of the District's mission, vision, and goals. **E**
3. Serve as the Superintendent/President's Office liaison; represent the President with various constituencies including the Governing Board, management, faculty, staff, students, alumni, and various external entities such as local and state legislators, business, and community leaders; ensure the accurate, proper, and timely flow of information to and from the President's Office. **E**
4. Oversee and direct District government and community relations in the creation of executive level communications including talks, speeches, reports, and presentations. **E**
5. Counsel and advise the President on day-to-day operations; ensure efficient and effective operations and

- the full optimization of resources; manage the budget for the President's Office. **E**
6. Serve as principal management support to the President in handling a range of faculty, staff, student, public, and governmental affairs issues; directly handles matters of institutional importance on behalf of the President, as appropriate. **E**
 7. Integrate the activities of the Superintendent/President's Executive Leadership Team in the development and implementation of established core initiatives for the Office of the Superintendent/President. **E**
 8. Support the Superintendent/President in recommending, designing, establishing, and maintaining an effective organizational structure and staffing to accomplish the organization's goals and objectives. **E**
 9. Provide integrated policy analysis and strategic consultation to the Superintendent/President and senior administration on major issues affecting the College District. **E**
 10. Design and implement action plans to achieve operational goals, objectives, policies, and procedures of the College District. **E**
 11. Facilitate strategic management processes; provide expertise and program management for specific strategic initiatives out of the President's office that are critical in meeting the institution's strategic planning goals; assume responsibility for interacting with colleagues across the College District to ensure institutional alignment and synergy with the strategic plan. **E**
 12. Interact with members at all levels of the College community for the purpose of defining, advancing, and assessing the work of the President's Office to ensure its continued effectiveness. **E**
 13. Serve as liaison to the Governing Board on key executive matters as delegated by the President. **E**
 14. Prepare and/or contribute to the preparation of reports, proposals, briefings, and presentations as well as responses to institutional, and strategic issues, and sensitive and difficult public inquiries; assist with resolutions and alternative recommendations. **E**
 15. Assist the President with correspondence including matters dealing with issues and subject matter requiring considerable sensitivity, discretion, judgment, or negotiation. **E**
 16. Build and nurture relationships to serve as a resource for the President and point of contact as designated for key constituents to resolve complex issues and help move forward strategic priorities. **E**
 17. Participate in key meetings with faculty, administrators, and others as needed and delegated; accurately represent the President's position in internal meetings and discussions to help drive understanding and move decision-making forward. **E**
 18. Facilitate needs of senior staff to raise critical issues with the President and receive needed responses, guidance, and decisions. **E**
 19. Develop and oversee an annual legislative program that elevates District needs and drives policy and resources to the District to meet student learning and operational needs.
 20. Manage crisis communication to mitigate negative media coverage relative to controversial issues and to manage campus and public safety information during an emergency or natural disaster; serve as the College District spokesperson.
 21. At the direction of the President, assist in all aspects of College District administration; perform and direct special projects as assigned by the President. **E**
 22. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Operational characteristics, services, and activities of the functions, programs, and operations of the Superintendent/President's Office.
- Organizational, operational, and structural functions of postsecondary institutions.
Principles and practices of strategic planning.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Chief of Staff – *Continued*

- Pertinent state, federal, and local policies, rules, and regulations including applicable sections of the State Education Code.
- Identified best practices and trends in the field of education.
- Methods and techniques of leadership and management.
- Principles and practices of program development, administration, and review.
- Principles of supervision, training, and performance evaluation.
- Principles and practices of budget preparation and administration.
- Methods and techniques of research, analysis, and decision making.
- Principles, practices, and procedures of business letter writing, fiscal, statistical, and administrative research, and report preparation.
- Techniques in effectively representing the College District with government agencies, community groups, media, and various organizations.
- Written, presentation and verbal communication skills that can be applied across levels.
- Interpersonal skills using tact, patience, and courtesy.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

- Direct the activities of and provide effective leadership for projects, programs, and activities in the Superintendent/President's Office.
- Manage, direct, and provides effective leadership for areas and functions as assigned by the Superintendent/President.
- Plan, organize, direct, and coordinate the work of staff.
- Select, supervise, train, and evaluate staff.
- Operate strategically and build partnerships and collaborations across the College District to facilitate decisions, ensure implementation, and actively drive the strategic plan forward.
- Establish an atmosphere of coordination and clear understanding of the College District's mission, vision, and goals.
- Effectively handle and resolve difficult and sensitive situations; respond to complex and sensitive requests and inquiries from students, staff, or the public.
- Understand the organization and operation of the Superintendent/President's Office as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures independently, apply them with good judgment, and use judgment and discretion to act when precedents do not exist.
- Demonstrate excellent attention to detail, strong problem-solving skills, and the ability to deal with confidential and sensitive information.
- Exercise critical and independent judgment; use sound judgment in recognizing scope of authority.
- Manage multiple priorities and tasks with competing priorities to meet changing schedules and deadlines.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, compile, assemble, analyze, and interpret data from diverse sources.
- Prepare and present a variety of clear and concise administrative and financial reports.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Chief of Staff – *Continued*

- Work under steady pressure with frequent interruptions and a high degree of public contact.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree with major course work in public administration, business administration, education, or a related field; **AND** five (5) years of administrative experience working with executive level leaders.

DESIRABLE QUALIFICATIONS

Master's degree; experience working with higher education executives at an academic institution; experience with government relations and external relations; experience as chief of staff or similar; experience in governmental affairs; experience balancing strategic leadership with detailed involvement in support of accountabilities.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing a computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Koff & Associates

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Human Resources