Chief of Staff

ABOUT BALTIMORE CORPS

Baltimore Corps enlists talent to accelerate social innovation in Baltimore and advance a citywide agenda for equity and racial justice. By matching talent to opportunity, Baltimore Corps works to empower the social entrepreneurs, community leaders, and public sector innovators tackling some of the city’s most pressing challenges and building a stronger Baltimore every day. Baltimore Corps is a fast-paced, entrepreneurial environment that values initiative, hard work, and a teachable nature. We are building a team that shares the company’s values, work ethic, and vision for the future.

JOB DESCRIPTION

Reporting to the Vice President of Programs, the Chief of Staff will support the executive team (Senior Leadership Team and a team of Directors), ensuring they are continuously prioritizing operational improvement and effectiveness to advance Baltimore Corps’ mission and growth. The Chief of Staff will prioritize the high-volume demand for the Vice President of Programs’ time, and ensure that the VP focuses on the most impactful areas to drive organizational growth and impact in key areas. The Chief of Staff will also coordinate the work of the leadership team and address operational processes and procedures aimed at improving the effectiveness of the organization on various projects and initiatives. The Chief of Staff will be a key administrator who also handles detailed work such as scheduling and preparing agendas. This role involves strategizing with the VP of Programs as an advisor, problem solver, and all-around strategic partner. This is an exciting new opportunity for a leader who is an exceptional manager of process and a strategist who enjoys finding ways to improve processes and increase organizational effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

MANAGEMENT SUPPORT (40%)

- Organize and facilitate key Executive team priorities to ensure collaboration and efficiency.
- Support management by acting as a project manager when necessary and ensuring alignment with the senior leadership.
- Support the implementation of various projects required to carry out Baltimore Corps’ continued growth.
• Translate the Vice President’s goals into actionable business priorities and work streams for the team to execute.
• Escalate and help to resolve mission-critical challenges and developments.
• Assist in oversight of large, cross-functional, organization-wide projects or initiatives, bringing together important stakeholders and helping to drive decision-making.
• Provide strategic thought partnership on special projects.

OPERATIONS (40%)

• Implement initiatives to increase operational efficiency. This includes cross-departmental project support, and maintaining knowledge-management systems.
• Identify opportunities to strengthen, and manage systems that progress monitoring, and shared accountability.
• Support the development of Baltimore Corps’ annual strategic planning process.
• Working across departments to gather and share information about progress on our annual goals.
• Serve as key liaison and project manager for internal hiring and onboarding.
• Assist in communicating policy changes to staff.
• Project manage the annual performance review and quarterly check-in.
• Act as a key thought partner to the Vice President, brainstorming and identifying solutions to organizational challenges.
• Support the VP of Programs in the development and implementation of organizational systems and structures to improve the effectiveness and efficiency team management.
• Cultivate and develop collaborative working relationships with the internal team across all levels of the organization.
• Develop productive executive team level feedback loops to ensure that we are proactively sharing meaningful information.
• Serve as Baltimore Corps’ representative for office-wide policy meetings and coordination. Support engagement in the TouchPoint Baltimore office space by attending partnership meetings, identifying areas for improvement, and operationalizing feedback from Baltimore Corps staff.
• Maintain a strong relationship with the TouchPoint Facilities Coordinator, working with TouchPoint Partners to support the needs of the space.
• Make recommendations for any necessary changes in the organization’s policies and procedures.
ADMINISTRATIVE DUTIES (20%)

- Participate in regularly scheduled executive team meetings and cross-departmental meetings.
- Create and distribute agenda for the executive team’s weekly meetings, take notes, facilitate follow up after meetings.
- Provide communications support in drafting reports, presentations, and staff communications on behalf of the VP of Programs.
- Plan senior leadership and high-level operations meetings and all-staff retreats, working with the Vice President of Programs to develop objectives and agendas.
- Work with the senior leadership team to plan the organization’s annual calendar.
- Ensure the leadership team has materials to prepare for strategic discussions and decisions.
- Regularly update Salesforce with new information.
- Other duties as assigned.

QUALIFICATIONS AND PERSONAL CHARACTERISTICS

- A minimum of 5 years’ leadership support experience, preferably in a nonprofit environment.
- Must to be detail-oriented and experienced in project coordinating and management.
- Excellent organizational skills with the ability to set and manage multiple priorities.
- Demonstrated ability to make important, timely decisions with limited information.
- Strong interpersonal skills, and a knack for productive collaboration across varying departments to achieve results.
- Strong written and verbal communication skills; Strong editing and proofreading skills.
- Exceptional strategic thinking and analytical skills with an orientation towards solutions.
- Ability to quickly and efficiently translate and track complex tasks ideas into actionable plans.
- Knowledge of Salesforce and/or a willingness to learn.
- Mission-driven spirit and alignment with the values of Baltimore Corps.
TIMELINE AND COMPENSATION:

The Chief of Staff is a salaried position, in the low $70ks, commensurate with qualifications and experience. Baltimore Corps is proud to offer additional benefits for our employees including, but not limited to, health and dental benefits, generous vacation time, wellness policies, and flexible work hours.

APPLICATION PROCESS:

To apply for this and all Baltimore Corps roles, go to https://app.baltimorecorps.org/ and complete a profile in Place for Purpose Web Application.