



## UNITED SOUTH END SETTLEMENTS

*The mission of United South End Settlements (USES) is to harness the power of our diverse community to disrupt the cycle of poverty for children and their families. USES believes families have the best chance to reach their potential when they have long-term, holistic support. At USES, our focus is on helping caregivers and families with children under 12, although our door is open to children and adults from diverse family settings. We help families reach their goals through one-on-one coaching and connect parents/caregivers to our job training program and our quality education and enrichment opportunities for children, including early childhood education, after school and summer enrichment programming, and a sleepaway camp in New Hampshire.*

*USES also believes that children and their families can access the greatest opportunities when we welcome people from various backgrounds and perspectives. We intentionally promote community and bring together people from different backgrounds through diversified enrollment, volunteerism, networking and other community building opportunities. USES operates in three locations in the South End – Harriet Tubman House, South End House, and the Children’s Art Centre – and Camp Hale on Squam Lake in New Hampshire.*

### **Chief of Staff to The Chief Executive Officer**

#### **GENERAL DESCRIPTION**

The Chief of Staff reports directly to the Chief Executive Officer. This position is essential enabling the CEO to work effectively with internal and external stakeholders. This position plans and provides administrative and operational support to the CEO and the Board of Directors. This is highly strategic and facilitative position 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**

##### **Support President & CEO**

- Help track, organize, and manage the CEO’s competing priorities and meeting requests to ensure prioritization of time and attention, with a particular focus on her development/ fundraising activity:
  - Serve as a main point of contact for the CEO, receiving and tracking requests from internal and external constituents for meetings and other action items
  - Help the CEO’s prioritize her ever-evolving list of demands and requests against organization-wide and team-wide goals and deadlines; advise her about when to delegate, negotiate changes, and say yes/no to requests
  - Track CEO’s daily time allocations

- Anticipate and respond to the CEO's needs before, during, and following meetings and events;
  - Research and create briefings for meetings and on meeting attendees as necessary
  - Coordinate audio/visual needs and catering
  - Facilitate follow-up correspondence
  - Create and implement electronic and paper document filing systems
- Draft correspondence and other written content for the CEO (letters, memos, and emails)
- Complex calendar management: Schedule internal and external meetings and coordinate logistics for the CEO
  - Book and confirm meeting times, participants, and locations
  - Ensure schedule reflects CEO's priorities
  - Work with senior team to coordinate across schedules
- Assist with special projects and organizational support as needed, including leading or support projects including research, event-planning and developing internal systems and processes

#### **Relationship Management**

- Experience, comfort with, and the ability to effectively manage up
- Develop strong relationships with external constituents (social entrepreneurs, investors, board members, policymakers, assistants, etc.)
- Anticipate, respond to, and prepare for upcoming prospect meetings and high-impact investor relations events including preparing marketing materials, and facilitating follow-up correspondence
- Build strong internal relationships and influence USES staff of all levels
- Proofread and format outgoing documents (e.g., emails, letters, memos, briefings, meeting summaries, and presentations)
- Enter contact data and track interactions with contacts in Salesforce

#### **Serve as Board Liaison**

- Manage all board meetings, gatherings and annual meetings including agenda and materials preparation
- Serve as communicator to board regarding organizational events and happenings
- Serve on the Governance and Nominating Committee
- Keep board files and documentation organized and easily accessible
- Support board chair and CEO in board work

#### **QUALIFICATIONS**

- A Bachelor's Degree
- Minimum of 3-5 years professional experience, with a minimum 2 years of experience in a rapid-growth, entrepreneurial organization
- Exceptional oral and written communications skills with ability to learn to write in and capture the CEO's voice

- Demonstrated ability to work both independently and collaboratively in a fast-paced environment, simultaneously leading multiple projects and effectively prioritizing time and tasks
- Proven ability to network with and influence individuals at all levels of an organization, as well as external constituents
- High level of maturity, empathy, and grace under pressure
- Superior organizational skills, commitment to high-quality work product, and attention to detail
- Strong command of Microsoft Office programs, specifically Word, Excel, and PowerPoint
- Experience with Salesforce preferred
- Comfort with ambiguity and ability to respond adeptly to rapidly changing priorities
- Unwavering commitment to service and customer orientation
- Strong learning orientation – the ability to learn and grow from mistakes and the desire to constantly improve and grow
- Bachelor’s degree or equivalent

### **WORKING CONDITIONS**

Typical hours will be 9am—5pm Monday-Friday, but will require early mornings and/or late nights at least once a month.

### **PHYSICAL REQUIREMENTS**

- Must be able to walk, type, talk, hear, and be capable of repetitive motion
- Work requires close visual acuity
- Position requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently
- Position is not substantially exposed to adverse environmental conditions

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*The above statement reflects the general details considered necessary to describe the principal function of the job identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.*

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