



DATE ISSUED: 12/14
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Chief of Staff

JOB SUMMARY

Performs high level responsible support to the Chancellor & President in leading an effective Executive Cabinet team responsible for establishing University priorities, identifying important issues confronting the University, and developing policy recommendation and actions. The Chief of Staff will manage the team's agenda by preparing agendas for the meetings; providing follow-up to items from the meetings to ensure that decisions are implemented. Manages the timely and accurate completion of special projects and initiatives established by the Chancellor & President. The Chief of Staff will provide coordination and liaison with other Executive Staff on any matter of interest to the Chancellor & President. Interacts with administrators, faculty, and professional staff from all campuses for an affective two-way communication between and among the Chancellor & President, including both internal and external constituencies. Serves as the Chancellor & President's representative on campus committees or to external organizations and constituencies as the Chancellor & President may direct. Helps monitor presidential social media activity to keep the Executive Cabinet informed of potential issues or opportunities. Work is performed under general supervision of the Chancellor and President and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Chancellor and President

Supervises: May supervise clerical employees

ESSENTIAL DUTIES - May include, but not limited to the following:

- Responsible for the day-to-day operation of the Chancellor's Office. Ensures that there is adequate coverage of Office at all times.
- Exercises initiative and independent judgment in the daily activities of the Office.

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- Serves as a key member of the TWU's executive staff responsible for the central coordination of activities (operations and planning) and ensuring timely flow of information to and from the Chancellor's Office.
- Responds to inquiries from diverse University publics (e.g., students, parents, faculty, staff, alumni, and public and private officials), referring inquiries or problems to the appropriate office or person, resolving problems, and following up to determine the inquirer's satisfaction with the response.
- Liaison between Chancellor and students, faculty, staff, visitors, alumni, community and corporate officials, and others.
- Provides confidential administrative support to Chancellor including but not limited to preparation of correspondence and reports, calls, visitors, and oversees and monitors confidential projects assigned to administration by Chancellor.
- Conducts research, assist in preparing speeches, presentation and talking points for the Chancellor on an array of topics and for a breadth of constituents.
- Act as the Chancellor's representative and ambassador to external constituents as directed.
- Assist in relationship building with various Board members (TWU Foundation Board, Development Boards, Advisory Boards, etc.).
- Safeguards the confidentiality of University administration by exercising discretion in communicating information to faculty, students, staff, and the various publics served by the University and in handling administrative records, files, and similar confidential items.
- Updates and keeps Chancellor abreast on issues, news, and concerns.
- Provides assistance, recommendations, and direction to officials, numerous board members, staff, faculty, students, alumni, administrators, and others under direction of Chancellor.
- Directs key projects under supervision of Chancellor to ensure initiatives are completed in a timely and professional manner and coordinates activities with several major administrative units of the University.
- Reviews Chancellor's schedule to ensure Chancellor attends and participates in staff, faculty, student, alumni, and other university events pertinent to the Chancellor.

Oversee Annual Operating Budget Process for Chancellor's Office

- Develops office operating/administrative budgets for Chancellor's review and approval.
- Maintains records for budget management and financial account accuracy.
- Tracks office personnel and operating costs, make recommendations regarding expenditures, and complete budget transfers as required.
- Reports monthly on office financial accounts, fiscal and personnel status, and unit activities.
- Assists with the development and management of annual operating/administrative budgets for Commencement and other special events.
- Receives funding requests from Chancellor's direct reports and other University components, make recommendations, and process as appropriate.
- Monitors and initiates Chancellor's social/professional memberships and newspaper/periodical subscriptions. Monitors and initiates Chancellor's Office sponsorships.

ADDITIONAL DUTIES

- Relieves the Chancellor of operational and administrative details by planning and coordinating the implementation of academic or administrative policies and decisions; performing administrative management functions, composing interpretive and directive correspondence, recommending changes in policies or procedures, and making administrative decisions on behalf of the Chancellor when appropriate and within established guidelines and policy.
- Serves as a liaison between the Vice Presidents and other University administrators by communicating and/or interpreting policy/planning decisions and related information.
- Provides information and/or data for internal or external reports by researching departmental files and records, retrieving electronic data, compiling and tabulating statistics, organizing and presenting information in a useable and understandable format.
- Coordinates, reviews, and approves timesheets for Chancellor's staff, Vice President's, and all direct reports.
- Maintains cross-training for office coverage during employee absences.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Master's degree preferred.

EXPERIENCE

Five years of management experience required, preferably in a highly complex, matrixed organization such as an academic center, a university or research university. Exceptional interpersonal skills and strong managerial ability. Ability to interact and influence at the most senior levels of an organization and to work collaboratively across functions, levels and departments toward shared objectives. Excellent writing and communication skills, including familiarity with emerging and social media, is preferred. A working knowledge of higher education is essential.

REQUIREMENT

Valid driver's license issued by the State of Texas and a safe driving record.

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Strong communication and interpersonal skills.

- Excellent writing skills and familiarity with emerging and social media.
- Ability to plan, organize, and control the work of a staff.
- Ability to be very detail minded and aggressive in the completion of tasks.
- Proficient in the use of technology, office software packages and social media.
- Ability to keep or to supervise the keeping of complex records; to assemble and organize data of complex nature; and to prepare and submit required reports from such records.
- Marked ability to establish and maintain excellent working relationships with students, associates, superiors, subordinates, and officials outside the University; and to effectively deal with potential public relations problems courteously and tactfully.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee Signature: _____

Date: _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.