



United Way  
of Greater Rochester  
and the Finger Lakes

# TogetherNow

## CHIEF OF STAFF JOB DESCRIPTION

### JOIN THE TEAM!

TogetherNow is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving our region with your time and talent.

### MISSION

The mission of TogetherNow is to foster a holistic, interconnected ecosystem of health, human services, and education in the Greater Rochester community. Established in 2017 with a collective vision set by community stakeholders, we are committed to working collaboratively across a diverse network of providers to improve the well-being of individuals and families, focusing on those who are vulnerable or impacted by poverty.

### VALUES

TogetherNow is a community initiative currently housed at United Way of Greater and the Rochester and the Finger Lakes. As such, we embrace the United Way's core values which are: integrity, action, caring, and teamwork. We strive to ensure employees and external partners feel valued, connected, and empowered.

### CULTURE STATEMENT

We are committed to creating a welcoming environment that embraces, values, respects, and encourages people to show up as their authentic selves to produce their best work. Together we ensure that processes, policies, and practices foster fairness, belonging, and equity that reflect the views and values of all people within all levels of our organization.

### WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

### TogetherNow Chief of Staff

We are seeking a highly motivated and experienced Chief of Staff to join our team. A successful candidate will have a strong background in strategic project management, operational efficiency, and partner relations. Further, our ideal candidate is a highly organized, detail-oriented proactive leader, and skilled communicator, who is driven by a values-centered culture.

### Position Overview

The main objective for this position is to increase the productivity and effectiveness of TogetherNow's President and Executive Leadership Team through the management of complex initiatives across a wide range of areas including business operations, board and stakeholder engagement, and organizational growth and development.

At the direction of the TogetherNow President, this position collaborates with the TogetherNow Executive Leadership Team to facilitate the timely and successful implementation of TogetherNow's strategic and operational plans. This position offers a unique opportunity to work closely with TogetherNow leadership to drive organizational improvement and work towards the greater purpose of supporting our community from within.

## Essential Skills

- **Strategic and Operational Planning and Execution:** Work with the Executive Leadership Team to anticipate organizational needs, design comprehensive strategies to meet these needs, and drive initiatives to completion. Streamline ways of working and improve processes to support the organization's growth and scalability.
- **Leadership Support:** Provide strategic support to the Executive Leadership Team, aiding in decision-making and planning, and making sure the team is well informed and ready for all engagements.
- **Stakeholder Management:** Support the President with Board management activities. Adeptly manage expectations, communicate effectively with internal and external stakeholders, and maintain a balance between differing interests.
- **Innovation and Change Management:** In line with strategic and operational goals, drive innovation and manage organizational changes effectively, ensuring we adapt to new opportunities and challenges.

## Direct Reports

- Provide oversight and guidance to the Business Operations Team, including the Business Operations Lead and the TogetherNow Administrative Specialist.
- Provide direct supervision to the Business Operations Lead.

## Requirements

- Bachelor's degree in business, management, public administration, or related field.
- Proven experience in a Chief of Staff, strategy, operations, or similar role, preferably within a fast-paced start-up environment.
- Excellent organizational and project management skills, with a track record of successfully managing multiple projects simultaneously.
- Excellent communication and interpersonal skills, with the ability to effectively engage with stakeholders and adapt messages for a variety of audiences.
- High level of discretion and integrity, with the ability to handle confidential information.
- Strong leadership skills with the ability to inspire and motivate teams and direct reports.
- Demonstrated political savvy with the ability to lead by influence and persuasion in a complex environment.
- Demonstrated ability to deliver feedback and provide coaching to leaders in a constructive and supportive manner.
- Ability to consistently demonstrate the I-ACT (integrity, action, caring, and teamwork) values.
- Proactive and self-motivated, with a strong sense of ownership and accountability.
- Ability to thrive in a dynamic, entrepreneurial environment and adapt to changing priorities.

## Preferred Qualifications

- Advanced degree in a relevant field (e.g., MBA, etc.)
- Management consulting experience
- Financial and operational knowledge of the health, human service, education, and/or public sectors.
- Experience with Agile methodologies within non-technical environments preferred, including experience with ASANA or other project management software.

**FLSA Classification:** Exempt

**Salary Range:** \$95,000-\$115,000 depending on the candidate and their level of skill and experience.

\* The expected rate of pay for this position is shown above. Compensation offers are based on a wide range of factors including relevant skills, training, experience, education and, where applicable, licenses or certifications obtained. Market and organizational factors are also considered.

**Reports to:** President

**Supervisory Responsibility:** Business Operations Lead

**Travel:** Less than 5%.

## HOW TO APPLY:

[CLICK HERE TO APPLY](#)

This job description lists only the responsibilities and qualifications deemed essential to the position in support of the ADA. Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition, veteran status, or status as a member of any other protected group or activity.