

POSITION DESCRIPTION

Chief of Staff to the CEO

Reports to: CEO

Position Status: Exempt

Supervises: N/A

Effective Date: 10/1/2025

GENERAL SUMMARY

The Chief of Staff (COS) supports the CEO and other NKC executives as needed. The COS serves as Board and committee liaison and administrative contact; works on administrative projects such as taking minutes, self-evaluation surveys, etc.; arranges Board, management and executive retreats, luncheons, and off-site dinner events; works on data analytic, writing, and presentation projects; and other projects as assigned.

The position is also responsible for facilitating executive office activities and communications with other persons or organizations, and for performing confidential and/or project assignments. This position also addresses non-routine matters and assembles confidential and sensitive information. The COS deals with a diverse group of external callers and visitors as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize, and organize a diversified workload, and to recommend changes in executive office practices or procedures.

DUTIES AND RESPONSIBILITIES

- 1.** The position is responsible for administrative support services required for day-to-day Board, medical staff and NKC executive activities, and for participating in and planning meetings, conferences and special occasions and events, within NKC and off-site. Typical planning responsibilities are:
 - a.** Coordinating and facilitating administrative and other related services provided to CEO and Executives.

- b.** Coordinating Board and committee schedules with other NKC executives and planning and implementing Board meetings and retreats.
 - c.** Developing plans and arrangements for regularly scheduled meetings, including preparation, processing and distribution of materials, and planning for meeting schedules, rooms, catering, and recording minutes.
 - d.** Serve as gatekeeper and first point of contact for the CEO. Coordinate executive's email and prioritize messages and respond on behalf of CEO when possible. Position will also support team culture initiatives like events and celebrations.
 - e.** Help serve as a project manager and coordinator to create processes, increase organization, and ensure tasks are on track to completion as assigned by the CEO. Ensure information flow between executives and other EAs.
 - f.** Developing plans and arrangements and coordinating details for off-site meetings, events, and dinners including executive and Board retreats; maintaining budgets and ensuring they are adhered to; selecting catering companies to prepare food for events, visiting venue to plan layout of seating and decorations, coordinating and monitoring timelines to ensure deadlines are met; coordinating presentations with A/V equipment (computers, projectors) and other display materials; negotiating and securing event space, designing save-the-date and event invitations, sending out invitations and managing RSVP lists, coordinating event logistics including registration and attendee tracking, presentation and materials support and pre-and post-event evaluations.
- 2.** The position requires expense reporting to be completed in an external system as a reconciler for the CEO.
- 3.** The position is responsible to the relevant executive for decision making required to perform executive office administrative activities. Typical decisions include:
 - a.** Finding answers/making referrals in response to information requests from patients, physicians, the public, or other NKC staff.

- b.** Processing confidential reports, correspondence, minutes, and other documents. This may involve medical and/or management materials.
- 4.** This position is responsible for coordinating and facilitating day-to-day operations of the office of the executives:
 - a.** Coordinates services for the executives; managing an extremely active calendar of appointments and composing correspondence; opening and organizing mail, sorting and drafting responses, taking messages, and maintaining files and records.
 - b.** Arranges and facilitates meetings and conferences, which includes responsibility for preparation, processing and distribution of materials, and for schedules, arrangements, facilities, minutes, and records.
 - c.** Schedules and organizes meetings, travel, conferences, and activities for the executives.
 - d.** Establishes, develops, and updates filing systems for the executive and board meeting minutes and corporate records.
- 5.** Operates equipment such as computers, copiers, telephones, fax, and administrative software reference systems, including but not limited to online surveys and web service applications.
- 6.** Performs confidential and/or project duties and responsibilities such as preparing correspondence, compiling survey results, or organizing special occasions.
- 7.** Performs other duties and responsibilities as may be required.

POSITION QUALIFICATIONS

- 1.** Work requires an extensive knowledge of administrative duties and an excellent command of the English language.
- 2.** Must have knowledge of executive level office procedures, and knowledge of use and operation of standard office equipment, at a level generally acquired through related experience.

3. Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database, and presentation software (all Microsoft Office Products -Outlook, Word, Excel, Publisher, VISIO and PowerPoint), Adobe Acrobat, and including but not limited to online surveys and web service applications.
4. Must have a high level of interpersonal skills to handle extensive public relations contact, and the ability to build relationships with stakeholders and handle sensitive and confidential situations. Position continually requires demonstrated poise, tact, and diplomacy.
5. Analytical ability required to prioritize work, find solutions to various administrative problems, and gather and summarize data for reports and visual display of quantitative information.
6. Work requires critical thinking; organization; composing, keyboarding, and proofing materials; establishing priorities and meeting deadlines; and proactive and continual attention to detail in scheduling the executive's calendar.
7. Must have the ability to work well under pressure and time constraints and be able to balance multiple tasks effectively; the ability to be flexible and adaptable to the changing needs of the organization.
8. Must be able to work closely and effectively with the executive to keep them informed of upcoming commitments and responsibilities and follow up on incoming issues and concerns addressed to the executive.

EXTERNAL CONTACTS

The position has frequent and extensive contacts with management, Board Trustees, Foundation Board, physicians, elected officials, public relations representatives, patients, NKC employees, and the general public.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
2. Duties and responsibilities are performed in an office environment. The Executive Assistant is not substantially exposed to adverse environmental conditions.

3. Physical activities require the ability to stoop, reach, walk, pull, push, sit for extended periods, talk, hear, and conduct repetitive motions of hands, wrists, and use fingers to manipulate items.
4. The physical requirements include the ability to lift/move objects weighing up to ten pounds occasionally, and lift/move objects weighing up to five pounds frequently.
5. The position requires visual acuity to read, work extensively with information on a CRT and perform other duties.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Bachelor's degree preferred.
- 5-7 years of experience in supporting senior management, or executive experience with responsibilities for administrative support to a C suite executive.
- Demonstrated experience in working well with the public.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Vice President of Human Resources

4.4.22

Date



President & Chief Executive Officer

4.4.22

Date