



POSITION PROFILE

# Chief of Staff

April 2023



# Position Profile

## Chief of Staff

Reporting Relationship: Chief Executive Officer

Date: April 2023

Additional Information: <https://www.choosechicago.com/>

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Comhar Partners is a recognized national leader in retained executive search, professional recruiting and talent advisory services. Comhar, derived from the Gaelic word meaning "collaboration", was formed with the intention of providing recruiting expertise in deep partnership with the client in order to solve talent management challenges. Comhar Partners is headquartered in Chicago with specialized recruiting consultants based in 6 offices across the country

# Company Overview

Choose Chicago is the official destination marketing organization for Chicago, Illinois. Their mission is to bring regional, national, and international business and leisure visitors to Chicago for the economic benefit of the city, the community, and their membership — while being an advocate for the tourism industry and partners.

Choose Chicago is a private, nonprofit organization that is responsible for marketing Chicago as a business, meetings/convention and leisure visitor destination. Choose Chicago is contracted by the City of Chicago and Metropolitan Pier and Exposition Authority to act as the official sales and marketing agency for McCormick Place and Chicago. It is governed by a 35-member Board of Directors and employs a staff of more than 55 industry professionals. Funding is received from both private sector and public sources. For the fiscal year 2023, Choose Chicago has a budget of over \$29 million.

## Position Overview

Choose Chicago is searching for a highly qualified Chief of Staff to support the President and Chief Executive Officer and leadership team. The Chief of Staff will work on items ranging from strategic operations and planning to special projects. The ideal candidate will have proven experience in an operations management role, with a special focus on executive-level advising and interdepartmental collaboration.

The Chief of Staff will help lead the organization by managing special projects, coordinating tasks and meetings, and serving as strategic advisor to the President and CEO. The successful candidate will have a focus on management, facilitating project managers and leadership to analyze, lead, implement and monitor projects to accomplish the mission of Choose Chicago. The Chief of Staff will work closely with leadership staff and collaborate across the organization, focusing on planning, processes, outreach, and outcomes, to increase internal and external alignment, productivity, and success.

## Role & Responsibilities

The Chief of Staff will use strong leadership and problem-solving skills to assist with the daily operation of Choose Chicago that include:

- Track and drive progress against organization priorities, providing relevant updates to the President and CEO and appropriate internal and external stakeholders.
- Drive the agenda, materials and manifests for key President and CEO meetings ensuring post-conversation follow-up and delegation and serving as a proxy when appropriate.

- Lead and/or participate in meetings/planning/initiatives to support strong workplace culture and successful performance/execution of organizational strategy.
- Serve as the President and CEO's key liaison to the senior leadership team, communicating updates, deadlines, and information as needed.
- Collaborate with Executive Assistant to manage multiple competing priorities for the President and CEO with different stakeholders, prioritizing them in order to prevent workflow bottlenecks and enhancing decision making to facilitate senior leader and executive office deliverables.
- Identify and recommend ways to operate more efficiently, rank priorities and redirect non-business critical time disruptions to appropriate handlers.
- Work with the President and CEO to create Board meeting agenda and coordinate the delivery of meeting materials and overall engagement to align with Board governance.
- Assume the lead on the development and execution of new initiatives as directed by the President and CEO, ensuring follow-up and accountability.
- Oversee Choose Chicago's progress towards its strategic plan, including management of key objectives, tracking deadlines, and measurement of KPI's.
- Work with the President and CEO to develop and execute annual business plan and KPI's, implementing quarterly check-ins to measure against key business objectives.
- Organize and lead internal working groups or cross-functional teams as required.
- Implement and/or manage additional priority initiative projects as required.
- Identify where key initiatives align with external stakeholders and align resources accordingly.
- Assume coordination and strategic planning of internal projects; support and coordinate internal resources for the Democratic National Convention, IPW, and other key projects.
- Manage and drive relationships through CRM system and ensure staff adaption and training to maximize efficiency.

## Experience Requirements

- Bachelor's degree (or equivalent experience) in business administration or similar field.
- 7+ years of experience in a business management or executive role.
- Experience working in the tourism industry, preferred.
- Experience effectively supporting a CEO, Board Members, and/or Executive Leadership.
- Proven success in a project coordination role.
- Experience in planning and leading strategic initiatives.
- Strong project-reporting skills, with focus on execution of communication strategies.
- Excellent written and verbal communication skills at an executive level.
- Versatile abilities and extreme dedication to efficient productivity.
- Willingness to work a flexible schedule that can include evenings and weekends as needed.
- Appreciation for Chicago's tourism community.

# Critical Competencies for Success

## Communication

This individual should possess very strong communication and persuasion skills. They should be comfortable, articulate, and dynamic in front of all audiences including senior leadership, team members, and external stakeholders. They will be direct, candid, and able to resolve conflicts.

## Results-Oriented

This individual should be performance-driven and able to provide measurable results. The successful candidate will be resourceful, action-oriented, as well as a flexible and decisive leader who establishes clarity in the midst of distractions to produce results in a timely fashion. The Chief of Staff will possess the ability to be resilient in the face of challenges and deliver to higher standards while upholding values which commands respect from others.

## Perspective

This individual will provide a worldly perspective of macro and industry influences to assist Choose Chicago. They will provide perspective coming in from outside the organization to aid in the collective leadership team's understanding and acceptance of trends, insights, changing business perspective and management strategies. This keen perspective should be presented with patience and guidance rather than authoritatively. The Chief of Staff will exhibit a passion for Chicago and its cultural and economic success.