

JOB DESCRIPTION



Title: Manager, Special Projects
Reports to: Chief Executive Officer (CEO)
Department: Administration

I. Primary Purpose

The Manager of Special Projects supports the office of the CEO and acts as the liaison to the leadership team, Board of Directors and other external stakeholders; organizes and coordinates the executive office and external relations and oversees special projects. The Manager must be proactive, creative and enjoy working within an environment that is mission and results driven.

The ideal candidate will have the ability to exercise good judgment in a variety of situations, with a strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. This individual will have the ability to work independently on projects from conception to completion and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion. The Manager must be ambitious, resourceful, structured, deadline-oriented, and have the ability to think outside the box.

II. Responsibilities & Key Performance Indicators

Project Management:

- Develop, implement and complete special projects as assigned.
- Facilitate project missions, goals, tasks and resource requirements.
- Develop methods to monitor progress of project.
- Support CEO, Board Chair, and other members of the leadership team in various projects.
- Work across all departments within the agency to solve problems and implement changes; manages and builds relationships crucial to the success of the organization.
- Ensure that all of the necessary departments are updated and/or included on the progress of special projects.
- Manage a variety of special business projects for the CEO, some of which may have organizational impact.
- Identify and involve necessary staff in project implementation.
- Successfully complete critical aspects of deliverables with a hands-on approach.
- Prioritize conflicting needs; handle matters expeditiously, proactively, and follow through on projects to successful completion, often with deadline pressures.
- Manage project budget and resource allocation.

Executive Support:

- Manage the day-to-day administrative affairs of the CEO's office.
- Help manage/route incoming calls to the CEO.
- Assist in coordinating scheduling of various meetings: leadership team, off-site, all-staff and others as needed.
- Prepare the CEO's travel arrangements and itineraries.
- Process expense reimbursements for the CEO.
- Ensure executive daily activities run smoothly; help manage the CEO's calendar by planning and scheduling meetings, conferences, teleconferences.
- Work closely and effectively with the CEO. Keep her well informed of upcoming commitments and responsibilities and follow up in a timely manner.
- Stay one step ahead, anticipate upcoming needs and proactively handle them, creating a seamless experience for the CEO.

Board Liaison:

- Serve as the CEO's liaison to the Board of Directors and maintain discretion and confidentiality in relationships with all Board members.
- Prepare and distribute relevant materials in electronic/paper format to Board members in advance of the Board of Directors' meetings.
- Coordinate all interactions with the Board of Directors including Board Committee Meetings and Quarterly Board Meetings.
- Coordinate all conference calls and Zoom meetings with the Board of Directors.
- Adhere to compliance with applicable rules and regulations set in the By-Laws regarding Board and Board Committee matters.
- Record and distribute minutes at all Board and Committee meetings and transcribe notes into the official record of minutes. Provide support to Board Committees as needed.
- Reserve rooms, schedule and prepare agendas for Committee and Board of Directors meetings.

III. Qualifications**Education and Experience:**

- Bachelor's degree or equivalent combination of education and/or experience required.
- 2-3 years' experience preferred (i.e. experience supporting CEO and/or office management).
- Knowledge and understanding of child welfare and adoption preferred.

Technical Skills:

- MS Office –High Proficiency in Excel, Word, PowerPoint and Outlook.
- Experience with database platforms.

Key Competencies:

- Meticulous grammar, editing and writing, presentation and communication skills.
- Ability to multitask; strong execution skills: thorough follow through and attention to detail.
- Flexible and able to shift temperament with different audiences.
- High level of accountability and responsibility for safeguarding confidential information.
- Excellent organizational skills, including the ability to prioritize office workload, administer, and resolve problems.
- Strong analytical skills needed – advanced problem solving “think outside of the box.”
- Strong oral and written communication skills.
- Self-starter; work independently and proactively take initiative to solve problems quickly.
- Creative, innovative, high energy with strong initiative.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.