

A Chief of Staff is responsible for supporting the company's executive(s) with strategic initiatives, day-to-day operations, and staff communication. They act as strategic advisors, facilitate cross-functional collaboration, streamline and lead key business initiatives, and optimize current processes and procedures.

Example positions

Head of Staff, Executive Advisor, Leader Operations Manager, VP of Executive Operations, Chief Executive Assistant

COMPETENCIES

Communicating - They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

Driving Results - Chiefs of Staff motivate individuals to achieve and exceed goals by establishing accountabilities, clarifying performance expectations, agreeing to high standards and measures, monitoring and reviewing performance, and providing timely and relevant feedback.

Collaboration and Teamwork - They work interdependently and collaboratively with others to achieve mutual goals. They subordinate individual aims in the interest of working with others in a way that promotes and encourages each person's contributions toward achieving optimal outcomes.

Relationship Building - Chiefs of Staff develop effective long-term professional interactions with others based on trust: trust that they will always work toward the best interest of those involved and that they are sufficiently competent to provide positive results.

Comfort with Ambiguity - They are at ease in work situations without clear guidelines, structure, or known outcomes. They are able to operate effectively within ambiguous environments and view novel situations as challenges rather than as stressors.

Planning and Priority Setting - They identify priorities and develop detailed action plans that include objectives, accountabilities, time frames, standards, review stages, and contingencies.

Organizational Savvy - Chiefs of Staff gather and accurately assess information related to the organization's formal and informal communication channels and power relationships.

Business Acumen - They make sound business decisions based on a strong understanding of the company's business model, strategic goals, and relevant policies, as well as best practices and current technologies in their own discipline or functional area.

Influence and Persuasion - They are effective in persuading, convincing, influencing, or impressing others in order to get them to support a specific agenda, make a specific type of impression, or take a specific course of action.

Representative behaviors

- Readily shares information with the appropriate people in a timely manner
- Drives the execution of business plans
- Seeks to collaborate with others across different areas of the company
- Is comfortable accomplishing tasks with unfamiliar or vague requirements
- Thinks through what is needed to meet goals in terms of people and time frames
- Leverages informal relationships and communication channels within company, with a clear sense of their organizational impact
- Understands and leverages the drivers of company's business
- Works to convince others to support an idea



JOB MODEL																
Leading		Active Communication		Interpersonal Dynamics		Making Decisions		Solving Problems		Managing Processes		Self-Management				
Leadership Maturity		Influence and Persuasion		Interpersonal Sensitivity		Deliberative Decision Making		Creativity and Innovation		Quality Focus		Composure and Resiliency				
Leadership Communication		Conflict Management		Helpfulness		Decisiveness		Analytical Thinking		Compliance		Generating and Expressing Enthusiasm				
Driving Results		Negotiating		Service Focus		Strategic Thinking		Learning Agility		Response Orientation		Strength of Conviction				
Leading Change		Active Listening		Relationship Building		Organizational Citizenship		Scientific Acumen		Safety Focus		Achievement Motivation and Perseverance				
Managing Innovation		Communicating		Collaboration and Teamwork		Information Seeking		Business Acumen		Process Management		Self-Awareness				
Managing Quality		Instructing		Organizational Savvy						Time Management		Adaptability				
Team Building				Global Mindset						Planning and Priority Setting		Initiating Action				
Coaching and Developing Others										Organizing and Documenting Information		Accountability				
Delegating										Applying Standard Practices		Professionalism				
Fact-Based Management												Continuous Learning				
Strategic Talent Management												Extended Task Focus				
Directing												Comfort with Ambiguity				