



**HERITAGE  
FOUNDATION**  
WILLIAMSON COUNTY, TN

**POSITION SUMMARY:** Reporting to the President & Chief Executive Officer, the Chief of Staff (CoS) provides leadership and strategic support to the chief executive and her direct reports. The CoS is responsible for overall executive support, special projects coordination, information technology, strategic planning, and internal communications.

The Chief of Staff currently has three direct reports and works closely with the organization's senior leadership team and other department/division heads.

**ESSENTIAL RESPONSIBILITIES:** To perform this job, an individual must perform each essential function satisfactorily with or without reasonable accommodation.

- Serve as a member of the organization's senior leadership team, guiding and responding to high-level needs of the organization and interfacing with the board of directors regularly.
- Serve as the chief executive's administrative liaison to the Board of Directors including working with staff to prepare the CEO's board reports, etc.
- Support the CEO and senior leadership team with organizational development initiatives such as policy creation and modification, staffing plans, updating organizational structures, writing job descriptions, etc.
- Brainstorm, develop, execute, and report on existing and new/unplanned/special projects that span the organization.
- At the CEO's direction and in collaboration with other leaders, supports various programmatic areas such as event sales, tourism sales, exhibition development, education outreach, etc.
- Strategically direct the efforts of the contract information technology (IT) firm, including future planning infrastructure, software systems, information security, etc. Research, seek, and implement key business software platforms.
- Oversee and facilitate the organization's annual strategic planning process, including coordinating with all department/division heads, preparing detailed timeline, combining all plans into master plan, etc.
- Identify problems and recommend or implement solutions on an organizational basis.



**HERITAGE  
FOUNDATION**  
WILLIAMSON COUNTY, TN

- Operate with a high degree of independent judgment to relieve the CEO of administrative and business detail.
- Serve as the lead on all internal communications, announcements, policy rollouts, etc.
- Prepare materials, presentations, and other key communications to support the CEO. • Represent the CEO where necessary in external and internal meetings.
- Alongside all full-time staff, act as day-of event staff for various weekend and evening events such as street festivals, key fundraising events, etc.
- Perform other duties as assigned.

**KNOWLEDGE AND SKILLS:** The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Education and/or Experience: Bachelor's degree required. Minimum of 10 years of progressive experience, preferably in a role supporting senior leader. Demonstrated leadership experience within a complex and multidisciplinary institution.
- Computer Skills / Technical Knowledge: Expert in Microsoft Office Suite, including spreadsheets, presentations, etc; design software such as Canva a plus.
- Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, decimals, and percentages. Ability to understand and prepare accounting and financial data. Ability to develop and understand statistical trend analysis.
- Language Skills: Ability to understand, read, write, and speak English. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, safety data sheets (SDS) or governmental regulations. Ability to successfully write reports, business correspondence and policy. Ability to effectively present information, respond to questions and professionally interact with managers, employees, clients, vendors, and the public.



**HERITAGE  
FOUNDATION**  
WILLIAMSON COUNTY, TN

- Reasoning Ability: HIGH. Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions, and initiate appropriate course of action. Must effectively convey ideas, images, and goals to a diverse group of personalities.
- Other Qualifications: High reasoning ability and emotional intelligence; critical thinker. Strong ability to interpret complex information and clearly communicate messages simply to others. Very strong Microsoft Office skills (Word, Excel, PowerPoint). Design skills such as Canva, highly desired. Ability to understand business financials and analyze various budgets, estimates, etc. Experience with creating and managing Gantt charts and other project management tools. Ability to strategize and problem solve complex challenges. Excellent verbal, analytical, organizational, and written skills. Ability to act as a brand ambassador of the Heritage Foundation and its divisions. Model a leadership style that is open, supportive, collaborative, and respectful of all staff members. Interface and communicate effectively with colleagues at all levels and ability to thrive in highly collaborative and mission-driven culture.

**PHYSICAL AND MENTAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job responsibilities. While performing the duties of this job, the employee is occasionally required to stand; walk; sit for extended periods of time; use hands to touch, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs and ladders; balance; stoop, kneel, bend, crouch, or crawl; talk or hear; taste or smell. The employee must frequently lift and/or move up to 50 pounds. Repetitive motion of upper body. Required specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee must be able to work in a fast-paced, sometimes stressful, customer service-oriented environment, perform duties under pressure and meet deadlines in a timely manner. The employee must work as part of a team, complete assignments independently and take instructions from supervisors.



**HERITAGE  
FOUNDATION**  
WILLIAMSON COUNTY, TN

**WORK ENVIRONMENT:** Work environment characteristics described here are representative of those that an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job responsibilities. Works in well-lit, ventilated and climate-controlled office environment where routine equipment is used; some equipment has moving mechanical parts. May need to work in tight spaces with poor ventilation. May frequently work in outside weather conditions being exposed to wet and/or humid conditions. May be exposed to hot and cold temperatures. May be exposed to fumes or airborne particles and toxic or caustic chemicals, flammables, pesticides, etc. Noise level varies from an office environment to an outdoor festival with music and entertainment. Minimal overnight travel (up to 10%) by land and/or air.

If interested in this position, please send your resume to [mwiggins@williamsonheritage.org](mailto:mwiggins@williamsonheritage.org).