

June 10, 2019

## **Job Announcement**

**Title:** Chief of Staff and External Relations Coordinator

The Chief of Staff and External Relations Coordinator supports the academic accreditation process by developing, coordinating, and executing the Northwest Commission on Colleges and Universities' (NWCCU) engagement with its member institutions, Board of Commissioners, and other critical stakeholders. The incumbent works collaboratively and supports other NWCCU staff to ensure consistency and alignment between internal and external experiences of NWCCU's stakeholders. The incumbent works closely with and supports the NWCCU president as chief executive of the organization and ex officio member of the Board.

### **Key Responsibilities:**

- Develop and successfully deliver institutional and stakeholder engagement and communication plans in accordance with the NWCCU's engagement strategy
- Map and manage stakeholder relations via effective communications and responses to enquiries
- Coordinate and lead plans and initiatives to effectively engage with key stakeholders, particularly NWCCU institutional partners, other regional, national, and programmatic accreditors, the Council of Higher Education Accreditors, Council of Regional Accrediting Commissions, and Penn-Hill
- Anticipate and advise NWCCU president and other senior personnel about risks to stakeholder relationships as they arise so risks can be managed effectively
- Advocate NWCCU's brand externally and build relationships with institutions, media, government, and other key stakeholders through creative PR strategies
- Coordinate development of reports, briefings, and support for meetings with commissioners, institutional representatives and their governing boards, and other stakeholders, including state and federal government and legislative entities
- Coordinate preparation, management, and execution of annual conferences, commission and standing committee meetings, and staff and other ad hoc meetings, help develop agendas, plans, and sponsorships, take minutes, and produce relevant reports in a timely manner
- Ensure accurate audit trail is maintained and recorded on databases of all bylaws, policies, minutes of meetings, and commission actions, including management of Letters of Accreditation Action
- Coordinate execution of NWCCU's strategic pathway and vision
- Support NWCCU president's day-to-day work and engagement with stakeholders
- Support president to develop and maintain strong relationships with stakeholders and potential partners and sponsors
- Support Commission Board, including board meetings, preparing and sending out materials in advance
- Create dashboards help onboard new board members, monitor term lengths, and support by researching and recruiting new board members

### **Required Education, Experience, and Skills:**

- College degree in communications, public relations, marketing, business management, higher education management, or related programs

- Experience in developing and successfully implementing stakeholder engagement plans and communication strategies
- Experience with planning, developing, and implementing conferences and meetings
- Ability to work and multi-task under pressure, respond quickly to changing situations in complex environments, prepare responses/narratives promptly and clearly, and use personal initiative
- Strong communication, interpersonal, and organizational skills
- Demonstrable experience in planning and analysis, public relations, or communications efforts

**Desirable Skills:**

- Demonstrable ability to work independently and as a team member
- Demonstrable project and people management skills
- Skills in preparation of presentations and public speaking
- Knowledge of communications content development
- Strong technical and computer skills, including use of social media and graphics applications
- Familiarity with using various Customer Relationship Management (CRM) systems
- Experience with institutional research and accreditation
- High degree of accuracy in executing work
- Ability to schedule work and deliver to tight deadlines

**Location:** Redmond, WA

**Term:** Permanent, 12-month position

**Salary and Benefits:** Salary commensurate with qualifications and experience, and benefits include TIAA retirement plan, health insurance, and long-term disability

**Reports to:** NWCCU President

**Start Date:** September 1, 2019 or soon thereafter

**Application:** Submit letter of application, résumé, other relevant materials, and list of three to five references in PDF format to [employment@nwccu.org](mailto:employment@nwccu.org) no later than July 5, 2019.