

## | Chief of Staff |

“Think Big  
Act Big  
Dream Big”  
*Conrad N. Hilton*



### WHO WE ARE:

The Conrad N. Hilton Foundation was created in 1944 by international business pioneer Conrad N. Hilton, who founded Hilton Hotels and left his fortune to help individuals throughout the world living in poverty and experiencing disadvantage. The Foundation invests in 11 program areas, including providing access to safe water, supporting transition age foster youth, ending chronic homelessness, hospitality workforce development, disaster relief and recovery, helping young children affected by HIV and AIDS, and supporting the work of Catholic sisters. In addition, following selection by an independent international jury, the Foundation annually awards the \$2 million Conrad N. Hilton Humanitarian Prize to a nonprofit organization doing extraordinary work to reduce human suffering. From its inception, the Foundation has awarded more than \$1.8 billion in grants, distributing \$110 million in the U.S. and around the world in 2019. Foundation assets increased from approximately \$2.9 billion to \$6.6 billion following the 2019 passing of Barron Hilton who, like his father, pledged virtually his entire estate to the Foundation. For more information, please visit [www.hiltonfoundation.org](http://www.hiltonfoundation.org).

### OUR CULTURE:

Our employees are inspired by the Foundation's mission and are committed to support our program areas in a thoughtful and effective way. Everyone is expected to cultivate the work environment in a way that contributes to respectful, open, and engaging dialogue and connection that support meaningful innovation, learning, progress, and outcomes.

### OUR BENEFITS:

We value the health and well-being of our employees and offer comprehensive and generous health care coverage options including fitness benefits, disability coverage, paid holidays, paid time off, paid parental leave, flexible work schedules and technology benefits. Professional learning and development are supported through educational assistance and participation in professional conferences and seminars. To encourage charitable giving, the Foundation triple-matches employee gifts to qualified non-profit organizations.

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## ABOUT THE ROLE

The Chief of Staff (COS) will serve a critical role in ensuring high-quality, on-time execution of the strategic priorities that advance our goals and mission. The Chief of Staff reports to the President and CEO and will be a 'force multiplier' to the CEO and Leadership Team, supporting the planning and execution of a wide variety of projects and processes, involving strategy, operations, and ad hoc special initiatives.

The COS will serve as a liaison and partner to the Leadership Team. As an important aspect of the organizational structure, the COS collaborates with the Leadership Team facilitating and advancing cross-functional teams and their dynamic engagement with one another. Externally the Chief of Staff prioritizes and oversees special projects, preparation for private and public meetings, including speaking engagements and CEO partnership initiatives, etc.

The Chief of Staff will oversee a Director of Communication who is responsible for the Foundation's strategic communications team.

## RESPONSIBILITIES AND TASKS

### **Executive Support**

- Assist the President and CEO with prioritization and supporting processes that facilitate the timely decision making and execution of key strategic goals.
- Assist the CEO in transforming strategic thinking into action, including means of measurement, monitoring, and adjustment as necessary.
- Understand and further the CEO agenda as it relates to the Foundation's strategic priorities (ex. planning and prioritizing organizational goals).
- Review and assess information and issues on CEO's behalf, creating additional time and support for the CEO to focus on activities that most align with organizational strategy.
- Partner with the Manager of the Executive office staff to align and prioritize the CEO's calendar and travel itineraries that leverage opportunities, adjusting plans as circumstances evolve.
- Provide strong writing, editing and proofreading support to the President & CEO; conduct research, create presentations, graphs, charts, draft text, and other collateral in support of speaking events, publications, concept papers, briefing materials, email communications, etc.
- Prepare draft board reports on behalf of the CEO.
- Assess a high volume and sophisticated data and information and translate it into options, proposals, and recommendations to the President and CEO.
- Serve a lead role in special projects as assigned by the President and CEO.

### **Strategic Partner to President & CEO**

- Manage recurring work and special projects, which may include planning and coordinating others' work, securing, or disseminating information, and communicating internally and externally; may function as a surrogate to the President & CEO internally, liaising with teams across the organization.
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- Track progress of key strategic and operational drivers; troubleshooting problems and optimizing management's data tracking efforts.
- Develop and manage the strategic content of the Executive and Leadership team meetings, including quarterly reviews. This includes content and agenda development, clearly documented action items/outcomes and initiative tracking.
- Help facilitate the growth of the Foundation by proactively identifying bottlenecks ahead of time and work collaboratively to solve organizational issues.
- Develop processes and coordinate organizational procedures for optimized efficiency and productivity.
- Manage the Foundation's organizational goals and strategic planning processes, including running strategic planning sessions and broader leadership team communications.
- Serve as liaison between the Leadership Team and Foundation staff, tracking completion of high-level objectives and conveying updates to the CEO to ensure clear communication and that work is progressing as planned
- Work with the CEO and Leadership Team to determine Key Performance Indicators (KPIs) and support team/departmental performance measurements.

### **Communications, External Affairs, and Outreach**

- Oversee the communications team as it devises and executes on major communications strategies and campaigns to support the Foundation's strategic objectives and brand goals, building on donor intent and the Foundation's mission and vision.
- Be the point person in a rapid-response team should the need arise, ensuring proactive, positive messaging regarding the Foundation.

### **Qualities (S/he is (a)....)**

- Highly organized, detail-oriented and are passionate about designing and implementing processes to keep everyone on track and grow a global organization.
- Happy to be in service of dynamic and strong-willed individuals, helping them work well together
- A trusted partner to CEO and to LT, doesn't have a particular individual or departmental agenda. Analytical bent; thoughtful, calm, tempered.
- Thrives on ambiguity
- High energy and a bias towards action are a must
- Proactive, flexible, and good at judgment calls and prioritizing
- Self-starter and independent thinker with exceptional analytical and communication skills, capable of handling highly sensitive and confidential information while supporting a rapidly growing organization.
- Great interpersonal skills and the ability to interact with staff at all levels.

### **Education / Training Required**

- Bachelor's degree required; Advanced Degree preferred.
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## Experience/Technical Skills

### Required

- Strong verbal and written communication skills with the ability to present ideas with clarity, brevity and at the right altitude for the audience
- Ability to engage and motivate senior leaders and gain support for ideas, proposals, projects, and solutions in ways consistent with the values of the organization
- Excels at 'leading from behind', always projecting a positive attitude
- Promotes an environment of professional excellence and high ethical standard.
- Willing to take on almost any project and drive it to success, even if it is new
- Possesses excellent data analysis skills that produce insights that drive results and ability to clearly define KPIs
- Excellent project management skills (often with multiple projects).
- Proven track record of organizing and directing cross functional projects.
- Excellent communicator in written and verbal form, with a focus on interdepartmental communication.
- Demonstrated experience in managing geographically dispersed teams and facilitating systemic solutions to complex organizational issues.
- A background in strategic communication.
- Creative problem solving (excels at identifying trends and patterns, developing root cause diagnoses, and using a diverse toolkit to address the root causes).
- Approachable and a natural relationship-builder.
- Experience in building, mentoring, and coaching a team of communications specialists.

The Conrad N. Hilton Foundation is an equal opportunity employer with values grounded in promoting equality and inclusion and embracing diversity. We welcome qualified applicants of all races, colors, gender identities, sexual orientations, economic classes, ages, religions, national origins, and ability/disability statuses. Veterans and individuals with lived expertise are encouraged to apply. We respect and seek to empower every member of our Foundation community. We support and celebrate our collective array of cultures, backgrounds, perspectives, skills and experiences; fully realizing that such diversity is what makes our organization flourish and better enables us to fulfill our mission in the world.

## COMPENSATION

Compensation for the Chief of Staff includes a competitive base salary, and an excellent package of health and employee benefits.

## TO BE CONSIDERED

Interested candidates should submit a resume and cover letter, responding specifically to the experience and qualifications required, to: Daniel Sherman, President, Explore Company. [Resumes@explorecompany.com](mailto:Resumes@explorecompany.com). Refer to Hilton Foundation/COS in the subject line.

No phone inquiries please.

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