



Chief Administrative Officer

The **Chief Administrative Officer (CAO)** leads the planning, development, implementation and maintenance of the USC Alumni Association's administrative functions to ensure a work environment that is supportive, flexible, creative and reflective of our core values: Find a Way, Get Stuff Done, Show Team Spirit and Create Meaningful Experiences. The CAO fosters teamwork throughout the Association, nurtures new ideas and concepts, and empowers staff members to be valuable and contributing members of the Association's mission. In addition, the CAO serves as the Board Secretary and provides support to the Association's Board of Governors.

Reporting to the Chief Executive Officer, the CAO serves as a valued member of and provides strategic support to the Senior Leadership Team (SLT) as they seek to develop programs, initiatives and events that carry out the mission of the Association.

Accountabilities

Strategic Support: Anticipate needs and be a problem-solver to assist the CEO in effective decision-making; act as an intermediary when the CEO is away to ensure that needs are conveyed and progress is being made in a timely manner. Assist SLT with planning and coordination of Association operations and ensure all SLT members have the tools and support needed to meet Association goals; schedule all SLT meetings, including weekly, quarterly and annual meetings. Research and coordinate various activities and details associated with meetings, retreats and business trips. Facilitate the development of presentation materials. Provide guidance to the Alumni Experience Specialist to prioritize workflow and optimize productivity.

Communications Strategy: Oversee the implementation of the Association's communications strategy. Work across the organization to ensure messaging is cohesive and supports the overall mission of the Association. Remain connected with university communications to ensure consistency with and adherence to university brand platform standards and guidelines. Lead a team of communications professionals to implement strategies developed by SLT.

Board of Governors Support: Serve as the Board Secretary to the Association's Board of Governors (BOG); plan and schedule all full board and committee/task force meetings; prepare all full board agendas and work with SLT to ensure committee/task force agendas are prepared in a timely manner; ensure BOG bylaws are up-to-date and adhered to; prepare resolutions for board consideration; take minutes at all board meetings (full board and committee); coordinate board member elections; serve as the staff contact for the BOG Awards Committee and supervise the Alumni Awards process; serve as the central point for all board communications; serve as the single point of contact for board members regarding Association events, programming and other board inquiries; in collaboration with SLT, develop engagement plans for each Governor and annual plans for each board committee; and, create and facilitate an ongoing engagement program for Regents and other members of the Academy.



Senior Leadership Team Support: Serve as a member of the Senior Leadership Team, offering strategic insight and advice to the CEO and other members of the team, actively participate in weekly leadership meetings as well as quarterly and annual planning. Lead, manage and hold accountable senior Alumni Association staff in the areas listed above. Maintain proper files for all contracts for the Association. Track and report on the Association's progress toward goals established in the Vision/Traction Organizer the University Service Agreement and other partnerships; ensure tracking documents and agendas are prepared in advance of all SLT meetings. Oversee the development of the Association's annual Impact Report.

Association Human Resources Management: Oversee all human resources functions, including: Signum contract; insurance & benefits administration; hiring & onboarding; design and implement the Core Values Recognition Program as well as similar programs (monetary and non-monetary) intended to boost morale and maintain a fun and creative work environment; and plan quarterly and annual team retreats.

Office Management: Maintain core processes and following systems and checklists to ensure internal and external consistency; ensure core processes are documented and followed by all; work with Alumni Experience Specialist to keep all office supplies stocked to maintain continuity of operations.

Special Projects Implementation: At the direction of the CEO, will be responsible for the coordination and execution of special projects that support the overall strategy of the Alumni Association.

Basic qualifications:

- A minimum of eight years of related experience with progressive responsibility and proven success.
- Experience building relationships and partnerships with a broad range of constituencies, including board members, CEOs, and other executives.
- Ability to lead a team with varying skillsets and technical abilities and an insatiable desire to bolster individual contributions.
- Ability to manage a variety of projects and initiatives simultaneously with a keen sense for accuracy and professionalism.
- An excellent listener and strong communicator (written and verbal) to internal and external audiences and stakeholders within the community.
- Proven track record for leading and overseeing a comprehensive communications strategy, including but not limited to email, social media, and website communications.
- Experience working with a CRM and related technologies.
- Displays sound judgment, emotional intelligence, and detail orientation.
- A sense of accountability for oneself and for others as it relates to meeting commitments; inclusive management style that actively solicits input from team members.
- An unwavering commitment to quality and excellence.



- Possesses integrity, confidence and a positive attitude.
- Is mission-driven and self-directed.

Education

An undergraduate degree from an accredited institution is required, an advanced degree is preferred.

Compensation

Salary will be commensurate with experience plus a comprehensive benefits package including health, dental, vision and a 403(b)-retirement plan. Other benefits include 30 days of paid time off, tuition reimbursement at the University of South Carolina and free parking at the Pastides Alumni Center.

HOW TO APPLY

Please email your **resume and cover letter, in PDF format** to jobs@uscalumni.com with "Chief Administrative Officer" in the subject line.

We will confirm receipt of your application within a few business days.

We will be accepting applications until a candidate has been selected.

If selected for an interview, you will be contacted by phone or email.

Equal Opportunity Employer

The University of South Carolina Alumni Association is an Equal Opportunity Employer and **Prohibits Discrimination and Harassment of Any Kind.**

- The Association is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.
- All employment decisions at the Association, including hiring, are based on business needs, job requirements and individual qualifications for the job to be filled, without regard to race, color, gender, religion or belief, family or parental status, sexual orientation, or any other status protected by United States or South Carolina laws or regulations.
- The Association reasonably accommodates qualified individuals with disabilities to enable them to receive equal employment opportunity and/or perform the essential functions of the job unless the accommodation would impose an undue hardship to the Association. This applies to all applicants and employees.
- The Association will not tolerate discrimination or harassment.