



## **Job Description: Senior Associate**

### **Job Summary**

We're adding a Senior Associate to our team, one who is smart, dependable, and energetic; is that you? This person must be committed to New Chapter Coaching's mission of strengthening nonprofits so they can strengthen our communities. The right team member will be eager to learn, dedicated to their own personal/professional growth, and good with people. They must see opportunities, instead of obstacles, and use a strengths-based approach to solving problems and building an organization's capacity.

### **Supervised By**

President/CEO

### **Supervisory Responsibilities**

Train and supervise interns or other staff

### **Major Job Duties and Responsibilities**

*We provide nonprofit and public sector clients with first-rate services in the areas of coaching, consulting, and training/facilitation. The Senior Associate would have duties and responsibilities in all of these areas, including:*

- Provide consulting services in such areas as: strategic planning, executive transition management, team development, organizational assessment, and governance.
- Assess client needs and design programs and services to meet those needs
- Facilitate workshops, trainings, leadership roundtables, and other sessions
- Provide leadership coaching
- Assist in development and evaluation of client satisfaction and needs surveys, and other voice of the customer tools, and otherwise assess the satisfaction and needs of business' clients.
- Develop new business on behalf of New Chapter Coaching by developing, pursuing and closing leads and referrals
- Write and/or edit content for New Chapter Coaching's website, social media platforms, and other marketing materials

- Assist with the continuous improvement process by improving, measuring, reporting, and analyzing data and processes
- Maintain the company's performance management system, measuring and analyzing key performance indicators
- Assist Chief Executive Officer with annual strategy development and execution

### **General Performance Expectations**

- Make results-based contributions to team efforts
- Maintain professional and technical knowledge in relevant fields by attending educational workshops; reviewing professional publications; and establishing and maintaining own personal and professional networks
- Assist in the creation of a work environment that values the team and encourages team members to support one another so the whole can be far greater than the sum of its parts
- Enhance the business' reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments and organization

### **Required Background**

- The candidate will have significant knowledge in the areas of nonprofit capacity-building or organizational development
- The candidate will have no less than 3-5 years of leadership experience (management team or higher) with a 501(c)(3) nonprofit organization

### **Preferred Background**

- The ideal candidate will have served on a nonprofit board of directors
- The ideal candidate will have significant knowledge of and experience in the field of training and development
- The ideal candidate will have experience with operating a business, either for profit or nonprofit

### **Required Skills**

- Proficiency with technology, including Microsoft Office Word, Excel, and PowerPoint, social networking, and other business databases
- Strong attention to detail and organizational skills

- Strong communication skills, including the ability to express him/herself verbally and in writing
- Strong interpersonal skills, including the ability to get along with diverse kinds of people
- Prioritization, project management, and organization skills, including the ability to organize and prioritize on a daily basis, as well as manage time-sensitive longer-term projects
- Dependability
- Ability to handle client and business information in a confidential manner
- Ability to work independently

### **Preferred Personal Attitude**

*The ideal candidate will:*

- Demonstrate a passion for the company's mission
- Possess a positive attitude
- Be self-motivated
- Be eager to learn and dedicated to her/his own personal/professional growth
- Be willing to consistently support the work of the other members of the team
- Be committed to delivering first rate service to the company's clients

**Salary Range: \$52,500 - \$65,000** (Commensurate with qualifications, experience, and community standards)

**Interested Parties Should Apply To:** [Opportunities@NewChapterCoach.com](mailto:Opportunities@NewChapterCoach.com)

**Applications shall include the following: cover letter and resume**

**For more information about New Chapter Coaching:  
[www.newchaptercoach.com](http://www.newchaptercoach.com)**

*Candidates will be considered on a rolling basis.  
The position will close when the appropriate candidate is hired.*