Mayor's Office of Neighborhood Safety and Engagement

Position: Chief of Staff

Reports to: Agency Director

Job Summary

The Chief of Staff is a senior staff position responsible for coordinating and advancing the work of MONSE under the direction of the Agency Executive. This role is critical in ensuring the operational efficiency and effectiveness of MONSE; serves as a trusted adviser to the Agency Executive and other senior administrators and manages and oversees projects and initiatives to achieve MONSE's priorities and objectives. This position requires strong alignment with City of Baltimore's and MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment. The successful candidate will effectively balance emotional intelligence with leadership, information processing, and initiative, thereby creating an agency culture where at least 80% of the staff rate MONSE's culture as positive and strong.

Key Responsibilities

Executive Support

- Coordinate and advance the work of MONSE under the Agency Executive.
- Serve as a trusted advisor and facilitator, funnel, and filter of information, to the Agency Executive and senior leaders, as appropriate.
- Work with agency leadership to develop and execute strategic planning initiatives.
- Evaluate and anticipate the agency's changing operational needs and make and recommend changes to ensure seamless and cost-effective delivery of services and maximum productivity and performance.
- Serve as a liaison between the Agency Executive and other City agencies and departments, stakeholders and members of the public.
- Manage and oversee projects and initiatives developed in accordance with MONSE's objectives.
- Represent the agency before government councils and commissions; non-profit providers on federal, state and local regulations; business, community and civic groups on programs and projects; inform these groups on major programs and policies and obtain their support for the agency's activities.
- Review, approve, and write complex narrative and statistical reports and memoranda; submit reports and memoranda to the Agency Executive for review and approval.
- Produce all required agency monthly and annual reports.
- Develop and advocate for the agency budget.

Agency Management

- Oversee and monitor the day-to-day administrative, financial, and operational functions of the agency and work with management throughout the agency to ensure long-range people strategies, business goals, objectives and initiatives best serve the agency's goals, consistent with the City of Baltimore's overall needs.
- Review, interpret and recommend new, revised or amended departmental policies, practices, and procedures to ensure agency efficiency and compliance with City, State, and Federal laws and regulations.
- Provide leadership, supervision and oversight of the employee experience in MONSE in accordance with the City's policies and applicable laws as it relates to interviewing, hiring, training employees; planning, assigning, and directing work; appraising performance; rewarding and coaching; addressing complaints and resolving concerns.
- Review and assess inquiries referred to MONSE, determine the proper course of action, and delegate as necessary.
- Research, develop and implement public safety policies, goals and procedures based on Federal, State, and local guidelines.

Vendor Management

- Oversee MONSE's external vendor relationships, including with professional/legal staffing firms.
- Work with Procurement to solicit, review and approve vendor contracts, pricing and service-level agreements.
- Oversee the review, tracking and maintenance of invoices and expense reports and establishes protocols designed to ensure MONSE's compliance with related City guidelines.
- Guide the development of vendor assessment tools.

Qualifications/Skills

- A Bachelor's degree in Business Administration, Public Administration, Social Services Management, or related field and 4 years of experience in professional-level administrative, operations, or technical work. Supervisory or team lead experience is strongly preferred.
- Ability to plan, organize and direct the work of others.
- Ability to identify problem areas and recommend appropriate solutions based on logical consideration of alternatives.
- Knowledge of methods and procedures for the collection or organization, interpretation and presentation of information.
- Ability to prepare and present reports or recommendations clearly and concisely.
- Ability to compile financial and operational data and to analyze charts and reports and statistical and budgetary statements.
- Must be a pro-active, self-starter who is able to take the lead on tasks with minimal direction.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.
- Exceptional presentation and writing skills with ability to adapt to various audiences and formats.

- Exceptional organizational awareness and the ability to analyze and brief senior leaders.
- Consistent ability to exercise sound judgment and discretion.
- Flexible and creative problem solver with result-oriented focus.
- Strong analytic and organizational skills with demonstrated attention to facts and detail.
- Ability to effectively manage multiple projects simultaneously.
- Ability to identify and analyze problems and to propose and implement solutions.
- Effective leadership, team building and management skills.
- Strong conflict resolution skills and the ability to facilitate change.
- Ability to collaborate with individuals at all levels of the agency.
- Ability to interpret and apply a variety of laws, rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with City officials, community and business groups and members of the public.
- Ability to coordinate the activities of various agency functional areas.
- Knowledge of the principles and practices of public and business administration and management.
- Knowledge of methods and procedures for collecting, organizing, interpreting and presenting information.
- Knowledge of the basic principles of accounting, budgeting, fiscal controls and statistics.
- Knowledge of management practices and methods.
- High level of proficiency in Visio and MSOffice products, including SharePoint and MSProject.
- Previous experience in government or public sector preferred.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission

Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values

In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.