



## CHIEF PROGRAM OFFICER

### **ABOUT SKILLS FOR CHICAGOLAND'S FUTURE**

Skills for Chicagoland's Future (Skills) works to increase economic mobility of under- and unemployed talent by connecting them to quality jobs. Through deep partnerships and understanding of the unique human capital needs of its network of engaged employers, Skills meets the talent demands of businesses and serves as a catalyst for systemic change and innovation.

Launched in 2012, Skills is led by a dedicated CEO and Founder who has guided the organization through rapid expansion. The organization's demand-driven, jobs-first approach to workforce development has resulted in more than 8,500 job seekers being connected to jobs and career pathways. After one year, candidates placed by Skills earned an average of \$6,120 more annually and achieved a 20% higher job retention rate than comparative individuals. Additionally, those who participate in Skills' programs saw a sustained increase in earnings post-placement. The Skills model has proven impact across a range of positive indicators and shows no decrease in effectiveness over a two-year follow-up period. Skills currently partners with more than 50 employers across the Chicagoland area, including Amazon, Blue Cross Blue Shield, Discover, Divvy, JPMorgan Chase, McDonald's, Northwestern Medicine, Ulta Beauty, and Walgreens.

Skills recently completed a three-year strategic plan which calls for transformational expansion both locally and nationally by scaling programs, diversifying job types, and driving innovation of services. The organization is a national thought leader in workforce development with a growth trajectory to expand as a business intermediary both locally and nationally over the next five years. This expansion calls for adding additional locations on Chicago's south and west sides, and placing 4,500 Chicagoans into jobs in the next three years. Nationally, the organization is looking to add 17 additional locations across the

#### Key Facts

- 50 total staff
- \$7.5 M budget
- 40-member [Board of Directors](#)
- [2020 Impact Report](#)
- [Skills' Demand-Driven Playbook](#)

#### Mission & Vision

##### **MISSION**

Create demand-driven solutions for employers to get the unemployed and underemployed back to work.

##### **VISION**

Continuously meet employers' talent needs to create economic opportunity for the unemployed and underemployed.

#### Visit



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United States, with a target of placing 10,000 individuals with more than 100 business partners, with estimated collective wages earned to be more than \$235 million.

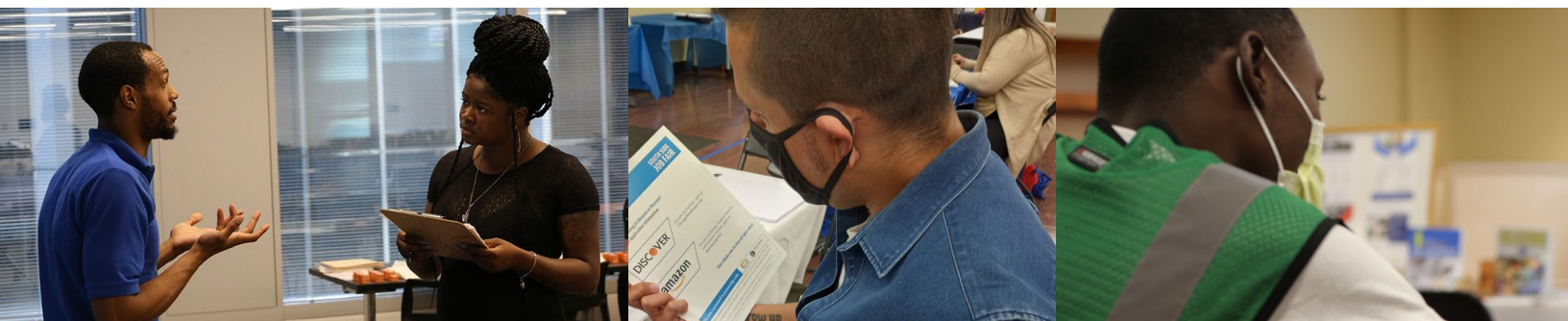
Skills for Chicagoland's Future operates under a set of guiding principles:

- **Enthusiasm for the Mission** – We are individually and collectively motivated and energized by our deep passion for putting unemployed individuals into jobs through a model that embraces our employers and our job seekers.
- **Equity** – The collective identity of our people reflects and represents the community we serve. We are committed to diversity, equity and inclusion and will engage our diverse range of stakeholders to positively impact economic mobility.
- **Integrity** – We are driven by our personal ethics and our collective moral compass pointed towards always acting with integrity and requiring this of those around us.
- **Change** – We are flexible individually and agile as an organization, driven by the evolving demands of our stakeholders.
- **Intellectual Curiosity** – We are innovators, built on the foundation of curiosity about how to help others and are driven daily to continually evolve solutions that move Skills forward.
- **Impact** – We are focused on the goal of positively impacting economic mobility by using the Skills model to place unemployed into jobs; the process drives the output – we celebrate results rather than tasks and are driven by our missteps to learn and grow.
- **Data (approach / mindset)** – Everything we do is because of and supported by data – it drives and guides our decision-making process.

## THE CHIEF PROGRAM OFFICER

The Chief Program Officer (CPO) will lead all program delivery and serve as a critical executive leader in operationalizing Skills for Chicagoland's Future's new strategic plan. Skills is embarking on a period of significant growth both locally and nationally, and the CPO will play a critical role in leading and growing Chicago area operations, allowing Skills' CEO to focus on the national expansion. The CPO will need to be adept at developing, growing, and evaluating programmatic impact, and the utilization of technology across all business functions to support Skills' ability to maximize scale. Additionally, the CPO will need to be a gifted storyteller, with strong financial acumen to set budgets and analyze financial data to improve operations, and skilled at building, engaging, and retaining diverse staff teams. They must also be capable of serving as the CEO's representative in partnering with the fundraising, marketing, and public relations teams to cultivate support for Skills' ambitious growth plans.

Reporting to the CEO, the CPO will manage the Strategy & Planning Committee of the Board, and lead a staff of 30+ in the areas of:



- **Business Development & Client Services** – Establishing, growing, and strengthening relationships with employer partners and consulting clients. The Business Development and Client Services staff are responsible for securing new employer relationships, ensuring that Skills' services are aligned with corporate needs, and managing projects in order to renew and expand existing partnerships.
- **Talent Acquisition** – Sourcing, recruiting, interviewing, and assessing candidates to fill roles with clients and business partners. Talent acquisition staff are responsible for maintaining strong relationships with hiring managers, developing and implementing strategies and plans for recruiting processes, and ensuring that clients' expectations are exceeded.
- **Workforce & Career Pathways** – Programming for college to careers, career pathways, youth training, workforce management, and grant compliance. Staff for this area are responsible for identifying, developing, expanding, and executing career pathway programs for existing business and industry partners, as well as data and grants management to support these programs.

The Chief Program Officer will be a driven, self-motivated, and inspiring leader, responsible for translating and activating the strategic vision of Skills' CEO and Board of Directors. The successful candidate will ideally have experience working across the spectrum of nonprofit, corporate, and government entities, and be comfortable partnering with an engaged and active Board. The CPO will need to bring a data-driven approach to decision-making and have a track record of implementing strategic metrics across all levels of an organization. Key skillsets will include a high-level of business acumen, ability to grow and engage a thriving team, experience with budgeting, and prior success in optimizing program operations to support sustainable growth. This person must also have a dynamic external demeanor with the ability to motivate and inspire constituents both internal and external to the organization. The CPO will need to thrive and be able to set clear expectations within a fast-paced, growing, and continually evolving culture.

## MAJOR OBJECTIVES

Within the first 12 months, the Chief Program Officer will achieve the following major objectives:

- Develop effective workplans and engage diverse program teams to perform against ambitious strategic growth goals and scale programs that will result in greater impact for under- and unemployed Chicagoans within the three-year timeline.
- Establish mutual respect and trust with Skills' ten-person leadership team and the full staff at Skills; develop a strong partnership with the CEO in order to represent the organization in thought leadership and partner meetings. Continue to build and retain a high-quality team.
- Foster rapport and a strong working relationship with the Board of Directors, especially the Chair and members of the Strategy & Planning Committee, to support its ongoing program delivery strategy and to operationalize the strategic plan.



- Establish themselves as a strategic leader in guiding the expansion of Skills' presence and work in Chicagoland, both internally and externally; leverage networks within the business community and workforce development space to expand partnerships with employers.

## RESPONSIBILITIES

The Chief Program Officer will have the following primary responsibilities:

- Manage, build, and retain a diverse team of 30+ program delivery staff to achieve ambitious growth goals in the areas of Business Development and Client Services, Talent Acquisition, Workforce and Career Pathways, and potentially additional functions.
- Oversee operations for three Chicagoland offices located in the Loop, Englewood, and the West Side.
- Translate the vision of the CEO and Board of Directors into executable and effective workplans; serve as a thought partner for the CEO on program delivery and strategy.
- Provide executive-level leadership to innovate and grow service programs in a sustainable, efficient, and effective manner.
- Serve as a leader in operationalizing the three-year strategic plan, particularly in the areas of local program expansion, systems, and technology.
- Provide big-picture operational insight to determine where problems may emerge and develop solutions to prevent or resolve them; cascade high-level vision across the organization and develop appropriate annual and intermediary growth metrics to evaluate performance toward that vision.
- Serve as the executive liaison for the Strategy & Planning Committee of the Board of Directors, partnering with the Committee to evaluate existing programs and develop new ones.
- Establish presence as an executive leader for the Chicagoland offices to support the CEO's focus on national expansion efforts; represent Skills with partner organizations, funders, and government agencies with the ability to speak in a compelling manner about the organization's goals, strategies, and impact.
- Partner with the Development, Marketing, and Finance & Operations teams to ensure the ongoing financial success of the organization; identify opportunities and cultivate new partnerships by making a compelling case for the Skills model.
- Assess, implement, and utilize technology across all business units of Skills to maximize the organization's ability to effectively scale programs and operations.
- Monitor and implement processes to ensure compliance with government grants and internal quality control measures.



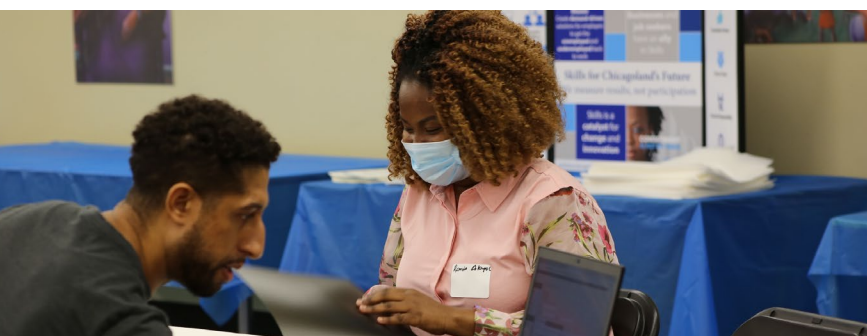


- Enhance systems to support Skills in working more effectively and sustainably as the organization grows both locally and nationally; support inter-departmental communication and collaboration with an eye toward optimal organizational design and structure.

## QUALIFICATIONS

The ideal candidate will bring most of the following qualifications and skill sets:

- Passion for the mission and work of Skills and a commitment to its guiding principles.
- At least twelve years of senior-level program operations experience, including serving as a member of senior leadership, working closely with a Board of Directors, and managing high-performing teams.
- Proven experience managing and retaining diverse staff teams; a motivating and inspiring leader who is able to help staff connect their work to the larger vision of the organization and hold teams accountable for performance.
- Comfort with a fast-paced, entrepreneurial, and innovative culture, with the ability to effectively prioritize and make decisions rooted in sound business practices.
- Data-driven decision-making skills, a business mindset, and the financial acumen to support complex budgeting and the use of financial data to improve and grow operations.
- Prior experience implementing systems, technology, and processes that support the ongoing growth, expansion, and effectiveness of an organization.
- Prior experience and success ensuring effective quality control measures, including compliance with government grants and internal processes, for a rapidly growing organization.
- Keen attention to detail balanced with the ability to execute on a strategic vision and break down silos; a strong sense of how to optimize organizational structure.
- Exceptional relationship building skills with the ability to foster collaboration with staff, business partners, and Board members.
- A high level of emotional intelligence and empathy. The ability to set clear expectations for staff, provide positive and constructive feedback, serve as a sounding board, and support integrated and effective work across teams.
- Comfort working with and managing a sophisticated and highly-engaged board comprised of senior-level corporate executives; prior experience working successfully with nonprofit, corporate, and public-sector leaders.
- Exceptional written, verbal, and interpersonal communication skills; the capability to convey business decisions in a transparent manner, and be a compelling storyteller illustrating the mission and impact of Skills' work.
- A bachelor's degree or equivalent professional experience is required; a master's degree is preferred.



## COMPENSATION AND BENEFITS

Skills for Chicagoland's Future offers a competitive salary and a benefits package that includes medical, dental, vision, basic life / AD&D insurance, short- and long-term disability, transit and parking benefits, 401(k) with company match, 13 paid holidays, and generous paid time off.

## APPLICATION

Skills for Chicagoland's Future has retained Campbell & Company to conduct this search. The team for this project includes Colleen Rogers, Joey Scheiber, and Kris McFeely. To be considered for this opportunity, please send a letter of interest and resume to:

### JOEY SCHEIBER

Consultant, Executive Search

[joey.scheiber@campbellcompany.com](mailto:joey.scheiber@campbellcompany.com)

(312) 896 – 8897

*Diversity, Equity & Inclusion are at the core of Skills' mission and impact. Leading through our own efforts, our commitment to DEI can be seen through our programming, staff, internal leadership and Board. Skills for Chicagoland's Future aspires to have a staff that represents diversity, equity & inclusion in manners of thought, actions, gender and race.*



1 East Wacker Drive, Suite 2100  
Chicago, IL 60601