



CHIEF OF STAFF

Imagine Deliver is on the lookout for a dynamic Chief of Staff who is not only a strategic thinker but also a hands-on doer. As the right hand to our CEO, you'll empower our leadership to drive bold, user-centered solutions in engagement & insights, service design, systems improvement, and executive advising. We partner with influential organizations—from philanthropic foundations and government agencies to healthcare systems and Fortune 500 companies—to create bold, innovative futures for our communities. If you're entrepreneurial, courageous, and genuinely excited about this role, we want you on our team.

This full-time hybrid position is based in Minnesota, with approximately 50% in-person engagement and occasional travel, reporting directly to the CEO.

Who We Are – Warm, Competitive, and Ready to Act

At Imagine Deliver, we strive to keep our culture both warm and supportive—even as we move fast and work hard. We're a down-to-earth team that knows we always have something to learn, and we value leaders who take initiative, set clear goals from day one, and confidently guide our experienced, creative team. We're proud of our work ethic (and we're not afraid to admit it), but we also know that a little humility and humor goes a long way. If you're ready to jump in, hold yourself accountable, and lead by example, we'd love to hear from you.



What You'll Do

Daily Responsibilities

Strategic Execution & Administrative Support

- **Translate Vision into Action:** Take the CEO's priorities and new initiatives and convert them into detailed, executable plans.
- **Advanced Executive Support:** Provide executive-level administration, including managing day-to-day schedules, confirming meetings, and optimizing calendar bandwidth.
- **Craft Clear Correspondence:** Compose a variety of communications for both staff and clients that reflect our user-centered approach and results-driven mandate.

Operational Oversight & Project Management

- **Streamline Processes:** Develop and refine systems to facilitate decision-making and smooth project execution across the organization.
- **Data-Informed Recommendations:** Gather and analyze key data, providing concise, actionable recommendations to ensure projects remain on track.
- **Manage Details:** Coordinate resources (budgets, staffing, timelines) and monitor progress, ensuring all projects meet deadlines and quality standards.

Thought Leadership & Public Engagement

- **High-Impact Communications:** Create executive-ready memos, briefs, and presentations that articulate our mission, vision, and actionable steps.
- **Visibility Opportunities:** Identify and pursue speaking, editorial, and other visibility opportunities for the leadership team—pitching and coordinating with relevant partners to secure engagements.
- **Represent with Confidence:** Serve as a spokesperson at conferences, workshops, and community events, engaging diverse audiences with clarity and poise.

Growth Leadership & Client Pursuits

- **Pursue New Opportunities:** Identify and coordinate new business initiatives, assemble cross-functional teams, and create persuasive proposals that drive our growth.
- **Build Key Relationships:** Leverage your background in community development or consulting to forge meaningful connections with clients, partners, and stakeholders.



- Balance Today with Tomorrow: Ensure strong delivery of current projects while strategically positioning the firm for future expansion.
- CRM Excellence: Maintain and optimize our CRM database, tracking key details to support effective relationship building and sustained growth.

Team Culture & High-Visibility Facilitation

- Champion a Collaborative Environment: Build a team-first culture that values open communication, user-centered design, and collective problem-solving.
- Mentor and Empower: Provide guidance and support to team members, ensuring everyone is aligned and motivated to grow.
- Facilitate with Impact: Lead internal workshops and external meetings, ensuring that discussions translate into action.

Approximate Role Breakdown

- **40%:** Operational management, project oversight, executive coordination
- **40%:** Thought leadership, public speaking, client-facing engagement, and facilitation
- **20%:** Growth initiatives, proposal writing, and special projects

What We Offer

Compensation, Benefits, and Work Arrangements

- **Base Salary:** \$105,000 – \$125,000/year
We will not extend an offer outside this range; most candidates can expect a mid-range offer, determined by experience, skills, and role alignment.
- **Benefits:** Comprehensive healthcare, dental, 401K, and generous paid time off
- **Hybrid Work Model:** Approximately 50% in-person (office/client sites)

Who You Are

Experience & Qualifications:

- 8+ years in community development, consulting, or a related management role
- Bachelor's degree required; an advanced degree (MBA, MPA, etc.) or equivalent experience is a plus
- **Essential:** You must have reliable personal transportation and the necessary support systems—such as secure full-time childcare—to consistently meet the needs of this



role. This position requires punctuality, flexibility, and the ability to handle occasional travel.

Core Skills:

- Exceptional public speaking and facilitation skills, with proven experience engaging diverse audiences
- Mastery of project management, with a keen eye for details and the ability to manage budgets and timelines
- Strong analytical abilities to gather data and offer concise, actionable insights
- Proficiency with modern project management and communication tools (e.g., Monday.com, Google Workspace)

Attributes:

- Calm, pragmatic, and solutions-oriented—eager to jump in at any level to drive results
- High emotional intelligence, able to inspire trust with diverse communities and leaders
- Passion for user-centered design, ensuring solutions genuinely serve those who rely on them
- Entrepreneurial mindset—able to connect the dots between community insights and business opportunities
- Early tech adoption is a must: you're excited to leverage AI and other efficiency tools to streamline workflows and boost productivity.
- You stay on the cutting edge of digital innovations, ensuring our processes are as modern as they are effective.
- You're comfortable filming and producing content for social media, capturing leadership moments and project highlights with professionalism.

How to Apply

1. One-page resume (or a link to your complete and descriptive LinkedIn profile)
2. Work/Writing sample (or a link to a recorded facilitation/speaking engagement)
3. Cover letter: Tell us why you're excited about this role—what sparks your passion and how your experience beats or meets the requirements we've listed.

Send materials to talent@imaginedeliver.com with "Chief of Staff" in the subject line.

Interviews will be conducted on a rolling basis until the position is filled.



What Success Looks Like

- Operational Efficiency: Well-established processes ensure consistent, timely project delivery with minimal friction.
- Team Coordination & Administration: Leadership meetings, retreats, and internal communications run seamlessly, with clear takeaways.
- Growth Momentum: Robust pipelines, well-crafted proposals, and successful client partnerships drive revenue and visibility.
- User-Centered Impact: Every deliverable—from insights to strategies to action plans—reflects our commitment to people-first solutions.
- Thriving Culture: Team members feel supported, motivated, and aligned with Imagine Deliver's values, resulting in tangible organizational impact.

About Imagine Deliver

Imagine Deliver is an award-winning, woman-owned B Corp based in Minneapolis. We are dedicated to transforming civic and social systems toward bold, innovative futures for everyone. As a national leader in user-centered design, engagement, and insights, we partner with clients in community development, philanthropy, government, healthcare, and financial services to take bold action together and create systems where everyone thrives.

For more information, visit imagedeliver.com

219 SE Main Street, Suite 300

Minneapolis, MN 55414

(612) 200-2349 | hello@imagedeliver.com

Equal Employment Opportunity

Imagine Deliver is an equal-opportunity employer. We base all employment decisions on qualifications, merit, and business needs. We do not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity, disability status, age, or any other protected characteristic as defined by law. We value fresh ideas and unique perspectives, and we welcome candidates who can contribute to a rich variety of viewpoints and experiences. All qualified applicants are encouraged to apply.

