



Position Description

Position: Chief of Staff
Reports To: President & CEO
Department: Executive Office

Classification: Exempt
Created: October 2026
Location: Remote

Position Summary

The Chief of Staff (COS) serves as a strategic partner and force multiplier to the President & CEO, ensuring alignment, accountability, and follow-through across the National Glass Association (NGA). The COS provides direct oversight of Information Technology, Workforce Development, and NGA Foundation/Development; and drives execution of the CEO's priorities, cross-departmental initiatives, and key relationships with the senior staff and external stakeholders. This role requires a versatile operator who can move fluidly between high-level strategy and detailed execution.

Essential Duties and Responsibilities

These duties include, but are not limited to:

Strategic Execution & CEO Support

- Serve as a trusted advisor and thought partner to the CEO, translating strategic priorities into actionable plans with clear owners and timelines.
- Track progress against NGA's strategic plan and CEO objectives; flag risks and drive accountability across departments.
- Manage special projects and cross-functional initiatives on behalf of the CEO, from scoping through completion.
- Represent the CEO's office in internal meetings and, where appropriate, with external stakeholders, member companies, and industry partners.

Information Technology Oversight

- Provide leadership oversight of the IT function, ensuring technology infrastructure, systems, and data support NGA's operational and strategic needs.
- Partner with the IT lead on budgeting, vendor management, cybersecurity posture, and technology roadmap decisions.
- Champion the adoption of tools and systems (including AI and automation) that improve staff efficiency and member experience.

Workforce Development Oversight

- Provide strategic oversight of the Workforce Development function, to ensure alignment with member needs and industry workforce priorities.
- Provide strategic direction and support to the VP of Workforce Development on strategy, goal-setting, resource alignment, and cross-functional coordination in support of workforce

development priorities.

- Partner with membership, education, and advocacy teams to connect workforce development programming to broader NGA priorities.

NGA Foundation & Development Oversight

- Provide executive oversight of the NGA Foundation and Development function, including governance support, fundraising strategy, donor stewardship, and program direction.
- Serve as a key liaison between the Foundation's leadership/board and NGA's CEO and Board of Directors.
- Provide strategic oversight and support for Foundation and Development initiatives, including fundraising, donor stewardship, and reporting on scholarship and grant programs.

Organizational Leadership & Coordination

- Foster collaboration and communication across departments, providing guidance and strategic support to the Senior Leadership team, helping break down silos across NGA teams.
- Contribute to a positive, high-performance organizational culture by working alongside HR and the Director of the Executive office to participate in employee activations including staff recognition and professional development efforts.

Supervisor Responsibilities

- Directly supervises employees.

Qualifications

Education

Required

- Master's degree, experience in nonprofit management or a related field, or equivalent professional experience.
- Maintains a current Certified Association Executive (CAE) credential

Preferred

- None specified

Experience

Required

- Minimum of 15 years of progressive experience in organizational leadership, strategy, operations, executive support, or a related field, including demonstrated experience advising senior leaders and leading cross-functional initiatives.
- Demonstrated experience managing or overseeing diverse functional areas (e.g., IT, programs, or foundation/development work).
- Experience preparing materials and communications for executive and Board-level audiences.

Preferred

- Experience in a trade association, AEC association, or the architectural glass, glazing or building industry.
- Experience with nonprofit foundation development and fundraising.

- Experience working directly with a CEO and volunteer Board of Directors.

Knowledge, Skills and Abilities

- Excellent project management, organizational, and follow-through skills, with the ability to manage multiple priorities and drive initiatives to completion.
- Excellent written and verbal communication skills, including the ability to communicate effectively with executives, Board members, staff, and external stakeholders.
- Strong strategic thinking and problem-solving skills, with the ability to translate organizational priorities into effective operational execution.
- Ability to lead and influence across functions and organizational levels, including situations where direct authority is limited.
- Excellent interpersonal and relationship-management skills, with the ability to establish and maintain effective working relationships with Board members, staff, and external stakeholders.
- Ability to exercise sound judgment, discretion, and professionalism when handling confidential and sensitive information.
- Ability to operate effectively in an evolving environment, adapt to changing priorities, and exercise judgment in situations where direction or information may be limited.

Physical Requirements

- Occasionally lifts objects weighing up to 10 pounds
- Frequently reaches and grasps with arms and hands; Occasionally stoops and bends; Must have manual dexterity
- Ability to closely examine and inspect materials
- Ability to identify and distinguish colors
- Frequently uses a keyboard to enter or transform words or data
- Work is performed in a remote office environment where there are few physical discomforts due to dust, dirt, noise, and the like.

Reasonable Accommodation

The National Glass Association will make reasonable accommodations to enable qualified individuals with disabilities to perform essential functions of this position, consistent with the American Disabilities Act (ADA) and applicable state and local law, unless doing so would impose an undue hardship.

Disclaimer

This job description sets forth the position's principal duties, responsibilities, and requirements and is not intended to be an exhaustive statement. The Essential Duties and Responsibilities described above represent the essential functions of the position, as defined by the Americans with Disabilities Act (ADA). Other duties and responsibilities may be assigned as needed.

Equal Opportunity Employer

The National Glass Association is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, protected veteran status, pregnancy, or any other characteristic protected by applicable federal, state or local law.