



Chief of Staff

Mercy University invites nominations and applications for the position of Chief of Staff. Inspired by Mercy's mission to provide motivated students the opportunity to transform their lives through higher education by offering liberal arts and professional programs in personalized and high quality learning environments, thus preparing students to embark on rewarding careers, to continue learning throughout their lives and to act ethically and responsibly in a changing world, the Chief of Staff will play a key role in organizing the Office of the President, working with University leadership to promote enhanced communication and collaboration, and ensuring the implementation of University strategies.

ABOUT THE UNIVERSITY

Mercy University is a thriving, financially strong, independent, coeducational, comprehensive, and student-centered institution serving the New York Metropolitan region. Mercy's mission is to provide motivated students the opportunity to transform their lives through higher education by offering liberal arts and professional programs in personalized and high-quality learning environments. A Mercy education prepares students to embark on rewarding careers, to continue learning throughout their lives, and to act ethically and responsibly in a changing world. The University's Strategic Plan focuses on four goals that directly tie to the mission: Teaching and Learning, Student Success, Affordability and Financial Health, and the University Community.

Mercy University stands as the largest private minority-serving institution and Hispanic-Serving Institution in the region, reflecting its long-standing commitment to educational access. Mercy students come from non-traditional backgrounds and are often the first or second generation in their families to earn a college degree. The University is the region's largest private, nonprofit minority serving institution (designated as a Hispanic Serving Institution [his] by the federal government). Mercy's over 9,000 students (75 percent undergraduates) are exceedingly diverse: undergraduates are 67 percent female, 48 percent Hispanic, and 26 percent Black; 75 percent of first-time, full time undergraduate students are Pell grant eligible; and 24 percent aged 25 or older. Graduate students are 79 percent female, 30 percent Hispanic, and 21 percent Black.

Affordable tuition rates, a nationally recognized advising program, laser focus on student success, and over 100 academically rigorous programs in fields ranging broadly from Adolescence Education to Veterinary Technology make Mercy a regional leader in preparing the next generation of professionals, citizens, and scholars. Guided by the Mercy Student Success Toolkit, our talented and student-centered faculty and staff deliver Mercy's educational experience, grounding their work on evidence-based practices taken to scale, designed to result in equitable outcomes. Due to this campus-wide commitment to student success, equity gaps at Mercy have significantly narrowed over the last 10 years, positioning the University as a leader in equity, diversity, inclusion, and belonging in higher education.

Mercy University has three campuses in the New York metropolitan area to serve our mix of students, who commute or live on campus (12 percent of undergraduate students participate in residential life, including 25 percent of the freshman class).

- The Dobbs Ferry campus, situated in Westchester County, 20 miles north of New York City, encompasses

65 acres along the picturesque Hudson River. The campus features eight programmatic and residential buildings, along with athletics facilities, an artificial turf field, indoor gym, fitness center, and outdoor recreational courts. The library at the main campus serves as a resource and informal gathering hub. Recently renovated academic facilities provide state-of-the-art teaching technology to facilitate in-person and hybrid instruction, as well as specialty spaces for hands-on learning including: health professions simulations labs, a music recording studio, business school trading room, and cybersecurity labs. The campus has two residence halls with a capacity of over 625 residents.

- Mercy's Manhattan Campus is in the heart of Midtown, at Herald Square (West 34th Street and Sixth Avenue). The campus features innovative learning environments, expanded academic offerings, and a new 130-bed residence hall. The high-tech space provides resources that prepare students for careers in emerging fields such as cybersecurity and business analytics.
- Centrally located in the Hutchinson Metro Center, the Bronx Campus is situated in a rapidly developing complex of corporate and healthcare organizations and businesses in eastern Bronx. The campus provides state-of-the-art facilities for the health professions programs, including simulation labs with multiple high-fidelity mannequins and health assessment labs to simulate exam rooms, along with a Business Incubation Center.

Mercy University offers associate and bachelor's degrees to incarcerated men at the Sing Sing Correctional facility in Ossining, New York, in collaboration with Hudson Link for Higher Education in Prison. The program has enabled students to make a positive impact on their own lives, their families, and communities. The program's alumni have lower rates of recidivism and higher rates of employment, and many have gone on to make significant contributions to community regeneration, cohesiveness, and reciprocity.

HISTORY AND DEVELOPMENT

Founded by the Sisters of Mercy in 1950, Mercy College became a four-year college offering programs leading to the baccalaureate degree in 1961. The College was accredited by the Middle States Association's Commission on Higher Education in 1968. In the next half-decade, Mercy College boldly set a course for its future with a series of actions including declaring itself independent, nonsectarian, and coeducational. In addition, it doubled the size of the existing physical plant and initiated the first of many community outreach efforts.

Mercy College's innovative spirit soared in the 1970s when it broadened its outreach through the establishment of extension centers and branch campuses throughout communities in Westchester County and New York City. This expansion enhanced the College's reach to the traditional college market and positioned the College on the leading edge of higher education for those who were the first generation in their families to seek college degrees and the adult student market.

Always seeking ways to expand academic and career opportunities for its students, Mercy College was authorized to offer its first graduate program (in nursing) in 1981. Since then, 30 diverse graduate programs have been introduced, and in 2006, the College was granted authorization to offer its first doctoral program (in physical therapy). Mercy College has become one of the regional leaders in the preparation of health care professions as well as a leading provider of teacher education preparation for the New York City Schools and the surrounding communities.

The College expanded its offerings to include online programs in the 1990s, and was soon granted the ability to offer entire degree programs online. Today, thousands of Mercy University students take one or all of their courses online through the more than 40 undergraduate and graduate programs offered.

At the heart of Mercy University is its dedication to the motivated student, and the College's commitment to quality, student support, and affordability - as well as innovation - remains as strong today as ever.

GOVERNANCE

The University is governed by Mercy's Board of Trustees led by a Chair, Vice Chairs, and up to 25 additional Trustees who serve the University through their work on committees, supporting events and initiatives, and by providing expertise, guidance, and support. The Faculty Senate, which meets regularly and convenes several committees, represents the Full-Time Faculty and provides shared governance in academic matters, while also serving as consultative partner to the University's administration.

LEADERSHIP

On July 1, 2023, [Susan L. Parish](#), Ph.D., M.S.W. became the 13th president of Mercy University.

President Parish previously served as dean of the College of Health Professions and Sentara Professor of Health Administration at Virginia Commonwealth University (VCU). Under her leadership, the College of Health Professions at VCU experienced significant increases in graduate and undergraduate enrollment and research funding.

Prior to joining VCU, Parish served as dean of Bouvé College of Health Sciences at Northeastern University. She was also the inaugural Nancy Lurie Marks Professor of Disability Policy and directed the Lurie Institute for Disability Policy at Brandeis University. She began her academic career as an assistant professor of social work at University of North Carolina at Chapel Hill. Over the course of her career, President Parish has been a prolific researcher primarily investigating the health and well-being of children and adults with disabilities and their caregiving families. She has garnered more than \$13 million in external research funding from a range of federal, state, and foundation sources. She has received awards for her teaching, mentoring, and research, including: "Research Matters!" Distinguished Research Award, Arc of the United States (2009), Advocate Hero, Exceptional Parent Magazine (2021), Lifetime Achievement Award, American Public Health Association Disability Section (2021), and Research Award, American Association on Intellectual and Developmental Disabilities (2019). Parish is a Fellow of the American Association on Intellectual and Developmental Disabilities, and she is also a Fellow of the Society of Social Work and Research.

Parish serves on the boards of The Business Council of Westchester, the Westchester County Association, The Bronx Economic Development Corporation, and the Commission on Independent Colleges and Universities, where she is on the Board of Trustees' Finance & Administrative Committee.

FACULTY AND STAFF

Mercy's experienced and highly qualified faculty comprises approximately 230 full-time members, 40 percent of whom are tenured or on the tenure track. In addition, approximately 650 part-time faculty members provide a high level of expertise and professionalism. The faculty includes Fulbright Scholars, published authors, and national authorities dedicated to excellence in teaching and clinical practice. As experts and national and international leaders in their fields, they bring timely, relevant, real-world experience into the classroom, blending theory with practice. The University's more than 500 staff members are distinguished by their dedication and loyalty to the institution's mission and students.

ACADEMICS

Mercy's over 100 academic programs are designed, delivered, and assessed by faculty in departments organized across five schools, in addition to the School of Nursing (which is described in more detail below).

- The [School of Business](#) provides students the opportunity to be mentored by faculty with real-world experience. Classes are taught by former executives, CEOs, CFOs, CPAs, and entrepreneurs—industry leaders from Wall Street to Main Street, who bring their extraordinary professional experience into the

classroom. Students learn through hands-on experiences, often for real clients, and internships. Students learn about investment in an actual trading room equipped with Bloomberg terminals and a stock ticker, and the curriculum includes opportunities for Bloomberg and Excel certification. Networking opportunities are abundant and aid undergraduate and graduate students in standing out when seeking employment.

- The [School of Education](#) prepares students to become teachers or school leaders. The School offers master's degrees and certificates, all of which are nationally recognized and accredited by the Council for the Accreditation of Educator Professionals ([CAEP](#)). Students work with an outstanding faculty and participate in fieldwork and teaching practica. The School offers innovative, flexible, and accessible online and in-person programs of study. Mercy's School of Education was the first institution in the United States to be awarded initial national accreditation by the National Council for the Accreditation of Teacher Education (NCATE), CAEP's predecessor.
- The [School of Health & Natural Sciences](#) provides premier health and natural science undergraduate and graduate educational programs to equip students with the intellectual, technical, and professional competencies they need to excel and advance as science specialists, health care providers, health promotion experts, and science/health educators. Biology, Health Sciences, and Clinical Laboratory Science programs prepare students for a range of clinical or research careers. Health Professions programs include Communication Disorders, Occupational Therapy, Occupational Therapy Assistant, Physician Assistant, Physical Therapy, and Veterinary Technology. The School's goal is to prepare students to use their knowledge and abilities in the health and natural sciences to be compassionate and caring health care providers and inquisitive scientists.
- The [School of Liberal Arts](#) provides the cornerstone of a University education, through courses and programs that prepare students with lifelong skills including problem-solving, critical thinking, effective communication, creative expression, and mathematical and computational literacy. The liberal arts afford students meaningful opportunities for higher-order learning, essential for real-world problem solving and requiring skills that employers are seeking now more than ever, as well as providing preparation for jobs that do not yet exist. The School also offers professional programs in diverse fields such as Journalism, Cybersecurity, and Design and Animation.
- The [School of Nursing](#) houses both undergraduate and graduate nursing programs. Undergraduate programs prepare students to respond to the dynamic healthcare needs of a diverse population. Graduate programs assist students in expanding their capacity to diagnose and treat individuals, educating the next generation of nurses, or becoming healthcare leaders.
- The [School of Social & Behavioral Sciences](#) provides an education that can lead to a career of caring in an environment of success in our global community. With access to world-renowned faculty and innovative programs, students are prepared to become part of a global environment and make a difference in their communities. With a degree in the Social or Behavioral Sciences, students pursue breakthrough scientific research, study diverse cultures, and prepare for diverse professions including Criminology, Psychology, and Social Work. There has been an increase in the number of fields that rely on social and behavioral scientists. For intelligent, hardworking, and ambitious students, Mercy University is the perfect place to launch a career.

[Mercy's Libraries](#) provide our students and faculty with a robust library system featuring significant holdings (physical and electronic) and services. Librarians are available online and on-site at all three campuses to provide research assistance, consultations, and information literacy instruction. Users have access to the libraries' online catalogs, e-books, and databases through the Mercy University libraries' website.

Mercy University is accredited by the Middle States Commission on Higher Education, which reaffirmed the University's accreditation in 2024; the next Self-Study Evaluation is in 2031-32.

ADVANCEMENT

The Advancement team focuses primarily on planned giving, special events, corporate and foundation grants, an annual fund, and alumni engagement. There are over 70,000 Mercy alumni of record located across the globe. In addition, Mercy University recognizes the importance of preserving the legacy of The College of New Rochelle's over 56,000 alumni and is actively working to keep College of New Rochelle traditions alive.

STUDENT ENGAGEMENT AND CAMPUS LIFE

Mercy University offers a robust campus life experience for both its commuter and residential populations. Students participate in over 65 active student clubs and 15 honor societies. The University's Student Government Association is a highly dedicated group of students who advance the general welfare of the institution by fostering collaboration and meaningful dialog between students, faculty, and administration.

Mercy University sponsors intercollegiate athletics in 10 varsity sports at the Division II level. The University is a member of the National Collegiate Athletic Association (NCAA) and the East Coast Conference (ECC). Varsity men's programs include baseball, basketball, lacrosse, and soccer. Women's athletic teams compete in basketball, field hockey, lacrosse, soccer, softball, and volleyball.

In addition to the PACT mentor program, students have access to a robust suite of student support services at each campus, including career hubs, accessibility services, health office, mental health counseling, and tutoring. The Mav Market food pantry serves over 1,240 student members across our Bronx, Dobbs Ferry, and Manhattan campus locations. Since its inception in 2017, it has provided nearly 75,000 meals to members and their families through the donations and service of community volunteers.

The University has a long tradition of initiatives that celebrate and promote community service and engagement through international medical missions in Africa and Latin America, clean-up and recycling projects, reading clinics, and crop harvesting for local food pantries. Students partner with a variety of organizations including the Afya Foundation, the American Cancer Society, Big Brothers Big Sisters, the Hearing Loss Association of America, and Volunteer Center of the United Way.

UNIVERSITY DISTINCTIONS

Mercy University has emerged as a leader in higher education. Mercy consistently ranks as a top school—in the nation and New York State—for affordability, online excellence, and the quality of student and academic programs. The University is nationally recognized for providing innovative programs that help students achieve success.

- 2024 U.S. News and World Report, Top performer on social mobility.
- Washington Monthly, Ranked as a 2018 "Best Bang for the Buck" College in the Northeast.
- Military Advanced Education & Transition 2018 Guide to Top Colleges & Universities, Ranked a "Top School" for Veteran Education and Support Services
- Hispanic Outlook, Recognized in the top 100 for "Total Master's Degree Schools for Hispanics"
- Best of Westchester, Recognized by Westchester Magazine as the Best College 2019, 2020 and 2022.

FINANCIAL INFORMATION

Mercy University maintains a strong balance sheet and is supported by a robust endowment. The institution's long-term commitments are managed to ensure fiscal strength and operational stability.

THE POSITION

The Chief of Staff provides high-level support to the President, assisting in the advancement of the President's priorities and goals. This role is responsible for the central coordination of communications and ensures a timely flow of information to and from the President's Office. Additionally, the role oversees administrative functions, including managing the President's office staff, budget, and determining the President's scheduling priorities.

Reporting to President Susan Parish, the Chief of Staff serves as a key advisor to the President and represents the President and her Office on a variety of University priorities and initiatives. The Chief of Staff will have a firm grasp of the complexity of projects and priorities across the institution, anticipating issues, connecting the dots, and ensuring implementation of strategic priorities. They will cultivate an enterprise mindset and a culture of proactive action across the organization, supervising information flows and developing operating procedures that streamline decision-making to ensure effectiveness and desired impact.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Communications

- Manage the President's written communication with internal and external constituents, including speeches, remarks, letters, statements, routine correspondence, and reports.
- Work collaboratively with the Office of Communications and Marketing on message strategies and consistency. Draft and edit correspondence on behalf of the President, ensuring accuracy and alignment with institutional priorities and Presidential voice, tone, and vision.
- Manage communications for the Office of the President.
- Coordinate with the Office of Institutional Advancement to prepare donor-related correspondence and event remarks.
- Verify editorial and factual accuracy of reports, correspondence, and materials, checking for appropriateness prior to sharing them with the President.
- Manage the President's brand and reputation by ensuring the President has information on the current climate related to the President; information circulated about the President is accurate; and the President is well-prepared for events in which she participates.
- Ensure the President's brand and reputation is accurately represented in online sources.
- Extend the President's reach by serving as a trusted resource and representative to internal and external stakeholders.

University Meetings & Events

- Plan and execute large-scale events that represent the Office of the President, including President's Cabinet, All Hands, Employee Service Awards, Holiday Party, and the Executive Leadership Team meetings.
- Collaborate with the University's event organizers, ensuring appropriate protocols are maintained for all events in which the President participates.

Scheduling and Preparing for Meetings

- Work closely with the Executive Assistant to the President to optimize the President's schedule and prioritize competing demands and engagements, and to balance internal and external commitments.
- Keep the President on target, fully briefed, and well-informed of meetings, appointments, writing deadlines, correspondence, and other matters.
- Prepare agendas, briefings, PowerPoint presentations, and talking points to fully prepare the President for meetings, appointments, and events.
- Work collaboratively with the Office of Institutional Advancement to secure meetings with prospective and current donors. Review biographical information as requested by the President.
- Work cross-functionally with University leadership to ensure alignment of the President's time and communications with institutional goals.

- Act as a trusted advisor to the President, providing insights and recommendations on University operations and strategy.

Manage Priorities of the President

- Represent the President in resolving problems and disputes from all constituents. Work to solve problems, mediate disputes, and work proactively with issues and people. Use exceptional judgment in determining when the President should be consulted prior to taking action.
- Conduct research for the President on an array of topics.
- Ensure the President is fully briefed on external and internal issues impacting operations or achievement of strategic priorities.
- Track, monitor, and follow the progress of projects, action items, and strategies that emanate from meetings.
- Support the Executive Leadership team on effective execution of cross-cutting institutional priorities and the University's strategic plan.

Office Management

- Supervise the President's Office – overall responsibility for operations, routines, procedures, and effectiveness of the Office.
- Serve as the direct supervisor and lead the recruitment, training, and evaluation of the President's Office staff. Assist in ensuring all personnel within the office maintain open communication and cooperation to achieve the President's objectives seamlessly.
- Prepare and manage the Office of the President's budget and provide budget analysis and forecasting, expense tracking, and reconciliation.
- Ensure maintenance of organizational records and pertinent materials relating to the day-to-day operation of the President's Office, including communications, correspondence, and scheduling history.

QUALIFICATIONS

- Minimum of five years of advanced administrative experience (i.e. administration, project management, personnel, budgets, finance, or strategy) or related field, preferably in a higher education setting;
- Commitment to Mercy University's mission, values, and goals;
- Ability to understand and embrace the opportunities and complexities of working in a fast-paced environment at a highly dynamic organization;
- Exceptional written, presentation, and oral communication skills;
- Strong business acumen with success influencing executive leaders;
- Ability to form relationships across disparate groups to foster collaboration and implement strategies;
- Experience balancing strategic leadership with detailed involvement in support of accountabilities;
- Outstanding critical thinking, judgment, and problem-solving skills;
- Ability to manage a wide range of relationships and multiple and competing priorities;
- Excellent diplomacy in working with diverse groups, addressing demanding issues, situations, and schedules with a calm, respectful, and professional demeanor;
- Exceptional people management skills and experience developing and maintaining professional office protocols, managing resources, and overseeing financial matters;
- Proven experience handling highly confidential and sensitive materials and situations;
- Must be assertive, creative, collaborative, and able to anticipate and resolve challenges and business needs;
- A graduate degree in a relevant field (e.g., strategy, education, finance, administration, law) is preferred.

REVIEW OF APPLICATIONS

Review of applications will begin immediately and will continue until the position is filled. Salary for the role is currently anticipated to range from \$160,000-180,000, commensurate with experience. Mercy University also offers a highly competitive and comprehensive benefits package. Please submit your CV/resume and cover letter as soon as possible using our [Talent Profile](#). Nominations or inquiries can be directed to the search team below.



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For more information on Mercy University and its programs, please visit www.mercy.edu. Mercy University is an AA/EEO/M/F/Veteran/ADA employer.

Mercy University is committed to achieving full equal opportunity in all aspects of university life. The University shall recruit, employ, retain, and promote employees, and shall admit and provide services for students, without regard to an individual's race, color, creed, national origin, ethnicity, ancestry, religion, age, sex, sexual orientation, sex stereotypes, sex characteristics, gender, gender identity or expression, transgender status, marital status, familial status, partnership status, disability (including HIV/AIDS), genetic information, predisposing genetic characteristics, alienage, citizenship, criminal arrest and conviction records, military or veteran status, salary history, credit history, caregiver status, pregnancy or related conditions, lactation status, sex and reproductive decisions, status as a victim of dating violence/domestic violence/stalking/sex offenses/sex abuse, unemployment status, or any other legally prohibited basis in accordance with federal, state, county and city laws.

Every member of the Mercy University community, including students, employees, applicants for employment, applicants for student admission, contractors, and visitors, deserve the opportunity to live, learn, work, and participate in an environment free from discrimination. As such, Mercy does not discriminate on the basis of race, color, ethnicity, national origin, sex and all other protected characteristics. Mercy University prohibits such discrimination, as well as retaliation in admissions, continuing enrollment, and employment on the part of any University community member directed at another member, including bias-related conduct.