About Us
The Massachusetts Service Alliance, established in 1991, champions service and volunteerism across our state. As a nonprofit state service commission, we’re committed to enriching community involvement and strengthening the social fabric of Massachusetts. Discover more about our mission and impact at [www.mass-service.org](http://www.mass-service.org).

Job Overview
The Chief Program Officer is a key member of the senior management team and plays a crucial role in shaping the strategic direction and operational execution of MSA’s programs. Reporting directly to the Chief Executive Officer, the CPO will lead a team dedicated to developing and managing innovative service and volunteer programs that meet the diverse needs of communities across Massachusetts. This position requires a strategic thinker with a robust background in program management, who can effectively integrate MSA’s values of justice, equity, diversity, and inclusion into our programmatic initiatives. The CPO will be instrumental in guiding the organization’s strategic direction, enhancing existing programs, and spearheading the development of new initiatives that align with state and national priorities. This leadership role requires not only a high level of organizational and analytical skills but also exceptional interpersonal abilities to foster relationships with key stakeholders and lead a dynamic team toward achieving MSA's mission.

Key Responsibilities

**Strategic Leadership and Visionary Planning** - Develop and articulate a strategic vision for program initiatives, ensuring alignment with our mission and responsiveness to the needs of the community.

**Program Development and Oversight** - Oversee the planning, implementation, and evaluation of programs, setting high standards in service and volunteerism. Ensure programs are impactful and meet community needs effectively.
Partnership Development and Stakeholder Engagement - Build and sustain fruitful relationships with key stakeholders, including community leaders, nonprofit partners, and government entities, to bolster our organizational influence and capabilities.

Operational Leadership and Team Development - Direct and mentor the leaders of each program team, fostering a culture of professional growth, accountability, and collaboration.

Compliance and Advocacy - Ensure all programmatic activities comply with relevant regulations. Advocate for policies that enhance service and volunteerism, representing MSA in various forums.

Summary Essential Functions

1. Provide strategic leadership and develop a cohesive vision for the growth and sustainability of MSA's program areas.
2. Manage the design, funding, and execution of innovative service programs.
3. Build, maintain and enhance relationships with external partners to improve program effectiveness.
4. Provide leadership and guidance to individual program teams to ensure strong team performance.
5. Uphold and promote organizational values of justice, equity, diversity, and inclusion in all programmatic and team interactions.

Qualifications -

- Strong belief in and commitment to MSA's mission, with a thorough understanding of justice, equity, diversity, and inclusion.
- A minimum of 7 years of experience in management roles, specifically involving the direct management and oversight of nonprofit programs, cultivation of strategic partnerships, and leadership of staff teams.
- Proven leadership skills, capable of directing and inspiring a diverse team.
- Expertise in developing strategic partnerships and effectively communicating organizational goals.
- Proficient in regulatory compliance and public policy advocacy.
- Bachelor’s degree required; Master’s degree in a related field preferred.
- Willingness to travel as needed for statewide and national initiatives.

What We Offer -

- The salary range for this position is $110,000 to $115,000 annually. The starting salary is typically at the lower end of this range and will be commensurate with the experience and qualifications of the successful candidate. In addition to a competitive starting salary,
employees are eligible for performance-based bonuses, reflecting the organization’s achievements and individual contributions.

- We offer a hybrid work model of 2 days in-office and 3 days remote per week, with flexibility to accommodate professional and personal needs.
- Our comprehensive benefits package includes health and dental insurance, a 401(k) plan with employer match, generous paid time off, and professional development opportunities.

**Application Process** - Interested in making a significant impact? Apply now through June 7 on our online application form at [MSA Application Form](#).

Massachusetts Service Alliance is committed to hiring practices that support the values of a diverse workplace and reflect the composition of the Massachusetts communities it serves. MSA is an equal opportunity employer and candidates from historically marginalized populations are strongly encouraged to apply. MSA does not discriminate against any employees or job applicants on the basis of any legally protected status, in accordance with applicable federal, state, and local laws. MSA is dedicated to ensuring an accessible and inclusive workplace; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Reasonable accommodations may be made for interviews. To request a reasonable accommodation for the interview, please contact Lindsay Rooney at lrooney@mass-service.org.

Massachusetts Service Alliance participates in E-Verify. All newly-hired employees are queried through this electronic system established by the Department of Homeland Security (DHS) and the Social Security Administration (SSA) to verify their identity and employment eligibility.

Massachusetts Service Alliance is a proud Employer of National Service. Individuals with service experience, such as Commonwealth Corps and AmeriCorps alumni, are highly encouraged to apply.

For more information about the Massachusetts Service Alliance, please visit [www.mass-service.org](http://www.mass-service.org).