

Polk County Chamber of Commerce

EXECUTIVE DIRECTOR

JOB DESCRIPTION

The Executive Director is charged with providing positive leadership for the organization and community and a high level of customer service to the membership and visitors. He/she reflects the Chamber's communications and outreach to the community and must constantly strive to develop a better public understanding of the purpose and functions of the Chamber. This position reports directly to the Board of Directors.

Responsibilities

General:

- Responsible for the day-to-day management of all Chamber functions and for carrying out policies and duties established by the Board of Directors
- Assure the development and successful implementation of the strategic plan
- Lead in identifying and securing revenue generation opportunities that provide benefits to the members
- Lead in other key initiatives, special assignments or duties as directed by the Board of Directors

Administrative:

- Prepare the annual budget and present to the Board of Directors
- Maintain organized records of all vital business operations
- Coordinate and attend all board meetings as well as any committee or task force meetings as requested
- Assist the Board in the selection and coordination of all committees and selections as designated in Chamber By-Laws
- Performs all facets of banking and bookkeeping including accounts payable, accounts receivable and payroll

Supervision:

- Supervise Chamber staff/volunteers including assignment of overall work responsibilities
- Recruit, organize, manage and motivate the community volunteer base as it relates to Chamber functions

Public Relations & Communications:

- Ensure effective communication with the Board of Directors, members, internal and external stakeholders
- Act as the primary spokesperson for the organization
- Provide written reports to the Board of Directors along with recommendations as needed
- Maintain and enhance relationships with key local, regional and state organizations that play a role in community development

Member Relations:

- Develop and supervise an effective program of membership development, retention and membership services and renewals
- Develop and maintain an effective communications program responsive to the needs of the membership
- Engage in direct member contact
- Recruitment of new members

- Coordinate Director/Board/Chair development
- Develop and conduct education programs to advance the professional, technical, and managerial skills of the membership

Advertising:

- Develop an annual marketing plan
- Ensure timely updates are made to the website and social media following recommended strategies or best practices

Events:

- Develop a schedule of events and secure sponsorships for assigned programs, events and memberships/partnerships
- For events, prepare detailed budget, requirements and purchases needed, including a post event assessment of revenues, expenses, net profit, success points and opportunities for improvement.

Miscellaneous:

- Attend local events to promote the Chamber and its services
- Be an ambassador for our county to businesses and visitors

Education/Skills/Experience

- 3-5 years marketing and financial experience, possess general knowledge of business practices, operations and needs
- Bachelor's Degree preferred
- Understanding of the dynamics of a Chamber of Commerce or similar membership organization is preferred
- Proficient knowledge of computer systems, specifically in MS Office products
- Experience with Chamber Master and QuickBooks preferred
- Outstanding public speaking and presentation skills
- Outstanding time management skills
- Excellent ability to communicate – verbal, non-verbal and listening skills with volunteers, members, peers, co-workers, and community
- Supervisory skills – ability to plan, organize and delegate

Physical Requirements

- Sufficient dexterity to operate a computer keyboard, telephone and calculator
- Will spend the majority of his/her day walking, sitting, standing and/or driving
- May be regularly required to travel to off-site locations that may not be barrier-free (reasonable accommodations will be attempted)
- Must be able to effectively communicate with others both verbally and in writing
- Must be able to work well under stress and meet deadlines
- Must be able to lift and/or move up to 10 lbs. and frequently lift and move up to 30 lbs.
- Occasionally required to climb, balance, stoop, kneel or crouch.