

## **Greater Union Grove Area Chamber of Commerce Executive Director – Job Description**

Reports to: Board of Directors

**Job Description and Scope of Job:** The Executive Director is employed by the Board of Directors of the Greater Union Grove Area Chamber of Commerce and is responsible for effectively leading the organization such that it successfully achieves its mission of service to members. Specific areas of responsibility include executive leadership of the staff of the organization; support of positive member relations; executive support to the Board of Directors of the organization; community connecting / liaison activities; and active participation and leadership in local, regional, state and, if appropriate, national levels on advocacy activities relating to business policy, legislation, and regulation.

*To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The qualifications, critical physical demands and working conditions listed below are basic requirements that may allow for reasonable accommodations to enable individuals with disabilities to perform the essential functions.*

### **Qualifications:**

- It is required that, at minimum, the Executive Director have five years of experience in a business related field or other leadership position.
- It is required that the Executive Director present a professional and positive image to members and the greater community through appropriate appearance and grooming, demeanor, and comments.

### **Skills:**

- It is required that the Executive director has excellent professional communication skill, including written and oral communications skills, strong listening skills, and the ability to make presentations to groups.
- It is required that the Executive Director has strong organizational skills, including the ability to plan, organize, and set long-term strategy with an appropriate work plan to accomplish it.
- It is required that the Executive Director be able to work collaboratively and positively with others of diverse backgrounds, opinions, and needs.
- It is required that the Executive Director be able to independently identify and resolve problems or make recommendations to the Board of Directors about resolution options. The Executive Director must be able to apply sound problem solving skills and make decisions that reflect the best interest of the organization. The Executive Director must be willing to accept responsibility for his / her decisions and the resulting consequences.
- It is required that the Executive Director be computer literate and able to use software functions such as email, word processing and spreadsheets.

### **Position Specific Job Duties and Responsibilities:**

**Member Relations:** Keeps a finger on the pulse of the organization's members to ensure positive member relations. Ensures that services provided to members meet their needs. Is open to a review of member services at least annually to evolve the organization and remain current in terms of best practices in the field of chamber membership services. Works diligently to anticipate and resolve legitimate member problems or issues. Regularly arranges training and networking opportunities for member businesses, as appropriate. Works diligently to retain

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members and to grow the membership base.

**Provides Supervision and Leadership for Chamber of Commerce Staff:** Is responsible for all facets of staff management including: assigning work to staff members based on their skills, abilities and job responsibilities; providing regular and appropriate supervision of staff; and conducting performance-monitoring activities as needed and performing a formal written performance appraisal at least annually. Promotes and demonstrates commitment to the organization's mission, vision, values and program of work. Functions well as both a team member and a team leader, and uses appropriate influence to inspire and guide individuals toward organizational goal achievement. The ability to actively listen to the content and process of communications by individual staff members and within and between the staff group, the ability to facilitate meetings, and the ability to coach and mentor are vital in this role.

**Executive Leadership:** Provides leadership strategically and systemically both within the organization and outside of it through advocacy at the local, regional, and, if appropriate, state levels in matters of importance to members and the organization. Maintains a current understanding of issues, research, trends, and best practices and integrates and interprets this information so that it is actionable with the Chamber by staff, the Board of Directors, committees and other groups within the organization. Fosters a team culture across the organization that supersedes business sector or regional specific issues and promotes the overall image of the organization as a whole. Embodies the values of the organization and demonstrates adherence and modeling of these values for others through every day conduct. Provides leadership and direction in the development and accomplishment of strategic organizational goals.

**Support to the Board of Directors:** Provides support and leadership to the Board of Directors and any committees appointed by the Board. Keeps them informed about the organization's operational activities and issues, community connecting / liaison activities and issues, and political / legislative activities and issues, as appropriate, through reports at Board and Committee meetings and the distribution of appropriate resource materials, as well as is appropriate in between meetings via phone calls, emails, etc. Formulates strategic direction and policy recommendations for Board review and action. Implements Board policy at the organization level.

**Community Connecting / Liaison Activities:** Acts as the key spokesperson for the organization. Is the key liaison between the organization and its members; other community entities, such as government, service, business and civic organizations, and community collaboratives; and other relevant stakeholders.

**Political Advocacy:** Actively participates in legislative and regulatory advocacy work at the local, regional, state and if appropriate, national level to ensure that the needs of the members of the organization are communicated and actively pursued. Through active participation, seeks to provide leadership and influence policy development to ultimately affect legislative and regulatory activity related to business and economic development issues specific to our area.

**Organization Management:** Uses relevant data and information to monitor the programs and services of the Chamber. Ensures that the organization is operating within its budget. As part of the financial responsibility, the Executive Director is also charged with making fundraising recommendations to the Board of Directors and, upon approval, is responsible for insuring the success of these fundraising efforts. Pursues cost effective management practices to ensure that

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the organization is as cost effective as possible in providing services to its members and in its overall operations.

Maintain all financial records of the organization: Processing accounts receivable and accounts payable in a timely manner while maintain proper records of all transactions.

Day to day office tasks: Maintain an efficient office environment with the goal of supporting the organization on a day to day basis including but not limited to; processing all communications (mail, email, fax, phone, voice mail, etc) as needed, maintaining required inventory of office supplies. Insuring all office equipment is properly used and maintained including computers, copiers, printers, phones and any other equipment in use.

Meetings: Supports committee, board meetings, member meetings, monthly breakfasts, luncheons, and dinner meetings as scheduled. This may include coordinating with facilities the meetings are held or purchasing, transporting, and serving of meals at meetings held in the chambers facilities.

Promoting chamber events: The executive director will actively work with all committees to promote and coordinate all chamber events.

### **Critical Physical Demand of the Job:**

1. The Executive Director must be able to spend the majority of his/her day walking, sitting, standing and/or driving.
2. The Executive Director may be regularly required to travel to off-site locations that may not be barrier-free.
3. The Executive Director must be able to type on a computer keyboard and operate other office equipment.
4. The Executive Director must be able to effectively communicate with others both verbally and in writing. The ability to see, hear, and speak are helpful in this process.
5. The Executive Director must be able to work well under stress and meet deadlines.

### **Working Conditions:**

While performing the duties of this job, the Executive Director will primarily work in an office based setting with little temperature variance and minimal to moderate noise. There may be periods of high stress related to the responsibilities associated with the position.