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## Orléans Chamber of Commerce Executive Director

### Job Description

#### **Position:**

Under the authority of the Board of Directors, the Executive Director is responsible for the management and coordination of all organizational activities and directs all planning to carry out Chamber objectives and the implementation of Chamber policy on a day to day basis. Meets negotiated targets, which include membership sales development; retention and expansion, as well as revenue targets. The Executive Director is responsible for the management of staff and support of the volunteers. The Executive Director is a nonvoting member of the Executive, Board and Committees.

#### **Summary of Responsibilities:**

- Supervises operations of the Chamber office with support of an Administrative Assistant
- Attends all Board of Directors and Committee meetings as well as Chamber Events
- Executes the preparation of notices, reports, minutes and other materials
- Membership Maintenance
- Manages Chamber Finances
- Accountable for generation of Advertising Sales
- Oversees website development, upkeep and redevelopment (including advertising sales)
- Writes news releases and Chamber news articles
- Directs or oversees specific projects in collaboration with the Board and Committees.
- Liaises with members to ensure they are deriving maximum benefit from their Chamber membership
- Participates in networking and community relations activities on behalf of the organization
- Acts as an advocate for the Chamber and its programs in the community

## **Key Responsibilities:**

### **1. Administrative Duties**

- Performs all day to day operations
- Manages correspondence
- Maintains all office supplies
- Answers all inquiries or directs them to the proper connection
- Maintains all membership data
- Actively recruits new members
- Produces membership packages/promotional materials
- Produces the Chamber newsletter
- Maintains the website
- Handles all communications to membership/board/committees etc.

### **2. Policy Management**

- Directs the implementation of policy
- Ensures policy reviews and monitoring reports are completed
- Supports board committees as needed

### **3. Strategic Planning:**

- Conducts both an internal and external environmental scan to identify emerging issues that effect the organization. The internal scan brings to the board's attention issues arising from within the organization such as the increased need for resources. The external scan identifies issues that may have an impact on the organization, such as a change in provincial policies.
- Sets specific organizational goals and outcomes under the direction of the Board.
- Identifies the required resources to achieve the goals.
- Communicates with key stakeholders to identify the changing needs and conditions of the community that is served by the Chamber.

### **4. Visioning:**

- In cooperation with the Board, the Executive Director participates in the creation of an organizational vision.
- Develops programs and services that work towards the vision, within the policy guidelines set by the Board.

### **5. Leadership:**

- Works in collaboration with staff, and relevant community agencies and groups to accomplish objectives and to fulfill responsibilities.
- Encourages team building by facilitating open communication and positive working relationships with staff/volunteers.
- Establishes control and follow-up mechanisms for the Chamber.

### **6. Program Management**

- Facilitates the research, planning, development, implementation and evaluation of programs and services.
- Makes sure that programs and services meet the board's policy guidelines, and reflect the board's priorities.
- Supervises the implementation of the organization's programs and services.

## **7. Personnel Management**

- Hires, trains, supervises & evaluates any staff working in the Chamber office
- Assists individuals in developing necessary skills to be successful within the organization
- Observes, and evaluates ongoing performance.
- Provides regular, appropriate and constructive feedback
- Supervises the recruitment, selection, orientation and training of volunteers.

## **8. Financial Management**

- Implements the board's policies for the allocation and distribution of resources.
- Maintains sound bookkeeping procedures
- Provides the board with regular statements of revenues and expenditures.
- Administers the funds of the organization, according to the budget approved by the board.
- Prepares payroll, government remittances
- Handles all accounts payable and receivable
- Prepares all grant applications as required

## **9. Advocacy Management**

- Promotes community awareness of the organization's mission and aims
- Participates in networking and community relations activities on behalf of the organization.
- Builds strong working relationships with others, both inside and outside the organization and enlists their support for accomplishing tasks.
- Acts as an advocate for the organization and its programs in the community.
- Works with key external stakeholder groups.
- Identifies and researches funding opportunities, special projects and alliances.
- Seeks public speaking opportunities.
- Manages the membership recruitment plan.

As well as any other duties as directed by the Board of Directors

### **Qualifications:**

- Strong working knowledge of Microsoft Office [Word, Excel, Outlook] and applicable software and technology platforms for small business office duties and sales management
- Excellent oral and written communication skills
- Knowledge of event planning techniques, including preparation and follow-up
- Knowledge of applicable Chamber procedures, processes and workflows
- Thorough knowledge of business financial statements
- Experience with QuickBooks accounting software
- Understanding of the features and benefits of the Orleans Chamber of Commerce benefits and services
- Knowledge of interviewing, solicitation and business development techniques
- Knowledge of the marketplace in which the Chamber operates
- Working knowledge of economic conditions and political events affecting business members