

## Job Posting – Stoney Creek Chamber of Commerce

**Job Title:** Executive Director

**Posting Date:** March 13, 2023

**Organization:** Stoney Creek Chamber of Commerce

**Closing Date:** March 31, 2023

**Hours of Work:** Monday – Friday - 25 hrs per week  
(schedule varies weekly to accommodate business events)

**Status:** Part time

**Start Date:** By May 1, 2023

### Job Summary

Reporting to the Board of Directors through the President of the Board, the Executive Director is the senior staff member of the Chamber and is responsible for the overall operations of the Chamber. This includes management of a staff complement that is comprised of one part-time Administrative Assistant, and two sub-contractors who fulfill the roles of bookkeeper and website support as required. Membership growth and retention are key functions of this role.

While office hours are 8:00 – 12:00 Monday – Friday, the Executive Director will work flex hours to accommodate the needs of the office, the members and the board. The Executive Director is expected to attend all Chamber events such as new member orientation breakfast meetings and after five events. Additional hours over and above 25/week are to be kept at a minimum and are to be taken as lieu within a 30-day period of accumulating. Lieu time is honoured at straight time.

### Key Responsibilities

#### **Members**

1. Grow the membership of the organization. Develop and implement strategies to attract new members to the Chamber. Cold call and physically visit potential members to share the value a Chamber membership is to businesses and other organizations. This is a sales role and critical to the success of the Chamber.
2. Retain existing members. Keep communication open. Be responsive and develop strong relationships.
3. Provide value for new and existing membership via educational and networking opportunities, advocacy and member services such as the Chamber Group Insurance Program.

#### **Community**

4. Manage the Chamber's community profile;
  - a) with traditional and social media platforms

- b) by representing the Chamber in a professional manner at Chamber and non-Chamber events
  - c) by developing strategic partnerships and relationships with community partners
5. Protect and enhance the Chamber brand

### **Operations**

- 6. Manage the day to day administration and operation of the Chamber, its premises, assets and resources
- 7. Direct and supervise Chamber staff and sub-contractors engaged by or working with the Chamber
- 8. Oversee the Chamber's financial matters including revenue, expenses and the preparation of budgets and business plans
- 9. Manage the Chamber's internal and external communications and act as official Chamber spokesperson at the request of the President or Vice-President of the Board or in the event the President or Vice-President of the Board is not available
- 10. Plan and manage Chamber events with the Administrative Assistant
- 11. Manages social media accounts

### **Board of Directors**

- 12. Work collaboratively with a volunteer Board of Directors, yet be able to independently identify and resolve problems or make recommendations to the Board of Directors about resolution options
- 13. Support the Board of Directors with issues related to Chamber governance including but not limited to:
  - a) statutory compliance
  - b) Chamber By-Laws
  - c) strategic planning
  - d) succession planning
- 14. Participate and represent the Stoney Creek Chamber as deemed necessary by the board, at various forums or conferences and within the network of Chambers of Commerce and Boards of Trade, including attending the Canadian and Ontario Chamber conferences, providing the Board of Directors with a written report upon return
- 15. Oversee preparation of monthly meeting packages for the Board and Committees
- 16. Manage and drive progress of the Strategic Plan as developed by the Board
- 17. Other duties as mutually agreed to by the parties from time to time

### **Qualifications**

- 1. A college degree in Business Administration or related discipline
- 2. A minimum of 5 years' experience in a leadership position; experience working at a Chamber of Commerce is an asset

3. Demonstrated professionalism, customer (member) service orientation with the ability to manage staff.
4. Sales experience – cold calling, business development, retention
5. Excellent professional communication skills, including written and oral communications skills, strong listening skills, and the ability to make presentations to groups.
6. Strong organizational skills, including the ability to plan, organize, and set long-term strategy with an appropriate work plan to accomplish it.
7. Strong social media skills
8. Computer literacy including experience with a Customer Relationship Management system, e.g. GrowthZone or a similar system
9. Current involvement in the Stoney Creek Community