



# Castlegar & District Chamber of Commerce

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## Castlegar & District Chamber of Commerce Executive Director – Job Description

**Reports to:** Board of Directors

**Job Description and Scope of Job:** Under the general direction of the Board of Directors (hereafter referenced as “Board”, the Executive Director (hereafter referenced as “ED” is responsible for effectively managing the daily operations of the Castlegar & District Chamber of Commerce (hereafter referenced as “Chamber”, ensuring proper functioning of the organization and operating within approved Chamber policy, strategic plan and budget.

### Qualifications

- The ED must possess strong verbal and written communication skills, demonstrate executive and managerial skills and be a self starter with a high level of initiative and proven leadership abilities, always displaying a high degree of tact and diplomacy.
- The ED should be detail oriented, able to work independently and meet deadlines in a multi task environment and be proficient in computer skills.
- The ED will hold a college/university degree in business, marketing, advertising, public relations or a related field of study. Appropriate experience in business management or ownership may be substituted for degree.

### Skills

- It is required that the ED has excellent professional written and oral communication skills, strong listening skills and the ability to make presentations to groups.
- It is required that the ED 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 ED be able to work collaboratively and positively with others of diverse backgrounds, opinions and needs.
- It is required that the ED be able to independently identify and resolve problems or make recommendations to the Board about resolution options. The ED must be able to apply sound problem solving skills and make decisions that reflect the best interest of the organization. The ED must be willing to accept responsibility for their decisions and the resulting consequences.
- It is required that the ED be computer literate and able to use software functions such as email, word processing, database and spreadsheets.

## **Responsibilities & Duties**

- **Member Relations:** Keeps a finger on the pulse of the organization's members to ensure positive member relations. Ensures services provided continue to meet the needs of members. 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 members and to grow the membership base.
- **Political Advocacy:** Actively participates in legislative and regulatory advocacy work at the local, regional, provincial 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. Prepares annual operation budget for approval of the Board and ensures that the organization is operating within its budget. Researches and pursues grants and/or other program assistance available from various sources, to the benefit of Chamber programs and services. As part of the financial responsibility, the ED is also charged with making fundraising recommendations to the Board and, upon approval, is responsible for insuring the success of these fundraising efforts. Pursues cost effective management practices to ensure that the organization is as cost effective as possible in providing services to its members and in its overall operations.
- **Provides Supervision and Leadership for Chamber Staff:** Is responsible for all facets of staff management including: effectively recruiting and hiring staff; 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. Effectively addresses disciplinary issues when necessary and is empowered to discharge staff, as necessary. To be effective in this part of the role, the ED must have a working level of knowledge of basic human resources policies, procedures, laws and regulations.

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 systematically both within the organization and outside of it through advocacy at the local, regional, and, if appropriate, provincial and federal 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, 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 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 via phone calls, emails, etc. Formulates strategic direction and policy recommendations for Board review and action. Implements Board policy at the organization level. Organizes, schedules and records meetings of the Board and Executive Board, including follow up correspondence arising from therein.
- 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.

#### **Critical Physical Demand of this position:**

- The ED must be able to spend the majority of their day walking, sitting, standing and/or driving.
- The ED will be responsible for duties required for general upkeep and maintenance for the interior, exterior and grounds surrounding the building including, but not limited to, mopping, vacuuming, snow removal, gardening, painting.
- The ED may be regularly required to travel to off-site locations that may not be barrier-free.
- The ED must be able to operate general office equipment including, but not limited to, multi line telephone, fax machine, copier, printer and computer.
- The ED must be able to effectively communicate with others both verbally and in writing.
- The ED must be able to work well under stress and meet deadlines.

#### **Working Conditions:**

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