



Executive Director, Thief River Falls Chamber of Commerce

Position Description - 2019

Position Summary:

As the chief officer of the Chamber of Commerce, the Executive Director is responsible to the Board of Directors to serve in the best interests of the organization's business members. The Executive Director serves as the primary staff point of contact for the Executive Committee and Board of Directors. The Executive Director is responsible for planning, organizing and directing the operations of the chamber in such a way to ensure the necessary investment, in terms of manpower and money, in order to carry out its program of action. Primary responsibilities include office / operations management, long-range organizational planning, member relations, policy development, and daily active communication and involvement with business members, public officials and community members.

Planning:

The Executive Director works with the Executive Committee and Board Directors to develop and implement: a) An annual business plan with long-term and short-term objectives b) A realistic annual budget to achieve objectives.

Program/Policy Development:

The Executive Director guides the development of the chamber's overall program and is responsible for carrying out, with the aid of the staff and volunteer workers, the program of action, including all policies adopted by the Board of Directors. The Executive Director stays informed about and continually analyzes chamber activity, to be sure that it is operating within the law and regulations. The Executive Director also maintains and updates the chamber's by-laws, written policies and IRS non-profit corporation exemption.

Financial Management:

The Executive Director: a) Prepares an annual budget for the chamber, b) Makes purchases within the framework of the budget, c) Provides the Board of Directors with a monthly financial report, d) Supervises the investment of excess funds, e) Evaluates the performance of the staff, f) Determines staff salaries in cooperation with the Executive Committee, and f) Prepares a year-end report on the organization's finances and activities.

Staff Development:

The Executive Director: a) Develops an adequate organization and staff (with the final approval of the Board of Directors), b) Assigns functions, c) Defines lines of authority and responsibility, d) Sets up an efficient system of operation, e) Manages the chamber office, visitors center, informational services and staff, f) Serves as personnel manager for the chamber, g) Responsible for the overall supervision of all staff members, and h) Develops and manages all office policies, procedures and operations.

Membership Development:

The Executive Director: a) Develops, monitors and evaluates systems to support membership retention and growth, b) Serves as primary recruiter/salesperson for new chamber members and member retention, c) Network and establish partnerships that benefit the chamber and its members, d) Identifies and recruits volunteers to assist in shaping organizational directions through the board and committees, and e) Develops methods of motivating, supporting and recognizing volunteers.

Community Relations:

The Executive Director: a) Actively promotes the chamber to the community, b) Actively promotes Pennington County as a desirable place to live, work, visit and do business. c) Maintains a positive relationship with other regional chambers of commerce and their leadership, enabling the Thief River Falls Chamber of Commerce to secure information that will help benchmark best practices, d) Build positive image through media communications (email, phone press releases, interviews, etc., e) Establish and maintain a satisfactory working relationship with community leaders, public and elected officials, private and public agencies, media, hospitality (e.g. motels, restaurants and meeting establishments) and City of Thief River Falls personnel and the Minnesota Chamber of Commerce staff, committees and events including Business Day at the Capitol, f) Be actively engaged through service clubs, event attendance, and participation in a professional manner in or as part of the community, g) Have a strong understanding of the people, businesses, organizations, events and history of Thief

River Falls and the surrounding communities, h) ability to identify organizational and membership issues and find solutions for them. This may include balancing differing views to find an agreeable solution, i) Work with the Thief River Falls police department and the Pennington County sheriff's office in maintaining the local "Hotline" system, whereby merchants are informed immediately of bad checks, forgers, shoplifters, etc., as well as other emergency information such as tornado alerts, j) Participates in committees, j) Participates in committees or taskforces that are fall into the mission of the chamber as deemed necessary.

Special Projects:

The Executive Director: a) Coordinates all assignments given by the Board of Directors, b) Publishes a regular newsletter to inform members of matters of interest to them, including new laws and regulations (local, state and national), that would impact their businesses, c) Maintain the community calendar and Channel 13 listing of events by date to avoid scheduling conflicts, d) Maintain an adequate stock of all state highway maps, tourist brochures (including those from Canada), and most especially maps and brochures of Minnesota, e) Furnish information to members and citizens of Thief River Falls and the surrounding area on a multitude of subjects, as requested. (This may involve the sending of brochures, informational sheets, maps, community profiles, etc), f) Provide official correspondence for the chamber, in answer to requests from outside the area for information about this community and its businesses, and g) Execute and manage all social media initiatives and campaigns, h) h) Plan and coordinate all chamber events including RiverFest, Everybody's Market, Crazy Days, Be Merry & Shop, Annual Banquet, TRF Day at the Capitol, Candidate Debate and Manufacturers Luncheon, i) Work with the Downtown Development Association by attending monthly meetings and assisting with events and initiatives, j) Manage fundraising efforts for the flower basket program

Qualifications:

The Executive Director will have a bachelor-level degree in a related field or equivalent experience. The Executive Director will be a goal-oriented planner with the ability to think strategically, develop objectives with action steps, and implement business plans. The Executive Director must possess a track record of sustained membership growth and retention in similar environments in addition to a history of building innovative non-dues revenue producing programs, projects, and events. The Executive Director should be able to develop and articulate a clear vision for the chamber to support economic and community development. Very strong understanding of and the ability to use technology as a means of communication, including Microsoft Office specifically Outlook

and SharePoint, Canva, QuickBooks, and Facebook. Must be able to work early mornings, late evenings and weekends when necessary.

Experience/Education:

Significant past experience of in a senior leadership position within a successful public or private community development organization is required. Candidates should possess communication skills, excellent strategic planning skills; as well as PC skills, presentation skills and a basic finance background. Preferred qualifications include past chamber of commerce experience, sales background and community relations experience.