



EXECUTIVE DIRECTOR JOB DESCRIPTION

Madison Heights / Hazel Park
Chamber of Commerce

POSITION: Executive Director

REPORTS TO: Board of Directors

Job Description:

The Executive Director of the Madison Heights – Hazel Park Chamber of Commerce is responsible for the day-to-day operations of the Chamber, including management of staff, programs and services, events, chamber finances, membership and marketing efforts. The Executive Director will work closely with the Board of Directors to improve Chamber offerings and expand and retain Chamber membership. The Executive Director will spend the majority of their time on recruiting new business members to the Chamber.

Duties and Responsibilities

- Recruit new members to the Chamber, expanding membership. A significant measure of the performance of the Executive Director will be based on their ability to recruit new members and retain existing members.
- Develop and maintain positive relations with members of the Chamber and the community; represent the Chamber at all business and community events and meetings.
- Under the direction of the Chamber Board, serve as principal spokesperson for the Chamber and serve as liaison to other chambers of commerce and business organizations throughout the county and state.
- Oversee the development and successful implementation of programs, services and events that provide value to Chamber member businesses.
- Carry out the execution of policies adopted by the Board and assist in the development of policy as required.
- Manage financial resources including development of annual budget and adherence to financial policy. Oversee all expenditures within the budget framework. Ensure the preparation of accurate, timely, monthly financial reports.

- Hire and supervise all staff and volunteers including training and the provision of information and support needed for staff and volunteers to function effectively.
- Manage technical operations of the Chamber including computer network, website and voicemail system.
- Ensure the development and implementation of strategic planning that communicates the Chamber's mission and addresses the critical issues that may impact the Chamber.
- Execute the Chamber's strategic plan through an effective and productive Committee structure.
- Coordinate and oversee production of the Chamber's annual membership directory.
- Serve as editor and manage publication of the Chamber's bi-monthly newsletter.
- Provide weekly written update to the Chamber Board. Review written update with the Chamber President prior to distribution.
- Manage the preparation and timely distribution of all Board meeting packets.
- Maintain an up-to-date, comprehensive database of current member information, participants in fundraisers, donors, etc.

Work Experience Desired

- Demonstrated responsible administrative experience in business, chamber of commerce, non-profit or associated fields.
- Working knowledge of chamber of commerce industry or non-profit experience.
- Demonstrated leadership ability.

Minimum Skills

- Management skills including people, financial, event and project.
- Administrative and organizational skills
- Interpersonal skills.
- Communications skills including verbal, written, presentation and ability in working with the media.

- Ability to work with a wide variety of people with varying opinions at all levels of the community.
- Problem-solving and consensus-building skills.
- Technology skills including the use of computers, software (Microsoft Office), voicemail and internet. Ability to learn and execute new software programs, i.e. QuickBooks.
- Valid driver's license required.

Performance Measurement

- Budget goals are met.
- Member recruitment and retention goals are met.
- Project and events meet or exceed budget goals.
- The chamber has a good image in the community as measured by member satisfaction, retention rate, and participation in programs/events

Education and Professional Experiences

Associates or Bachelors Degree in Business, communications, economics or equivalent experience in relevant field.

Physical Expectations

- Physical activity that includes extensive time working at a computer and on the telephone and long hours standing and walking during events.
- High levels of energy for varied and long hours.
- Local travel and driving in varying weather conditions.
- Some lifting required.

Compensation

\$21 per hour; 24 hours per week.

Hours of Work (Exempt Position)

It is expected that the position will require a minimum of 24 hours per week. Schedule will require flexibility to attend chamber events and conduct Chamber business. This schedule will include early morning, evening and weekend work.