

UNION COUNTY CHAMBER OF COMMERCE & VISITOR INFORMATION CENTER

Position:	Executive Director
FLSA Status:	Exempt
Reports to:	Board of Directors
Status:	Supervisory
Annual Salary Range:	\$42,000-52,000
Adopted:	

Chamber Mission Statement: To promote and support the business environment through membership participation and leadership that fosters economic growth and community involvement.

Job Summary: The Executive Director (Director) is responsible for providing leadership and administrative oversight of the Union County Chamber of Commerce, Union County Visitor Information Center, and Union County Tourism (et. al. Chamber) and directing the development and accomplishment of strategic organizational goals. Leadership provided is both strategically and systemically within the organization and outside of it through advocacy at the local, regional, and, if appropriate, state levels in matters of importance to members and the organization. The Executive Director promotes and demonstrates commitment to the organization's mission, vision, values, and program of work. S/he will function as both a team member and a team leader and use 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. This includes responsibility for the development, oversight, implementation, and management of Chamber; management, including hiring, disciplining, firing, recruiting, of all Chamber staff; daily activities and operations, programs, activities, and events. The Executive Director will maintain a current understanding of issues, research, trends, and best practices and integrates and interprets this information, so it is actionable with the Chamber by staff, the Board of Directors, committees, and other throughout the organization. The Director reports to the Chamber Board of Directors and attends all meetings of the Board of Directors and all Chamber committees. The Chamber is a county-wide entity dedicated to serving all members and communities throughout Union County, therefore the Director must foster a team culture across the organization which supersedes business sector or regional specific issues and promotes the overall image of the organization as a whole. S/he embodies the values of the organization and demonstrates adherence and modeling of these values for others through everyday conduct.

To perform this role successfully, an individual must be able to perform each essential job duty satisfactorily. The qualifications, critical physical demands, and working conditions listed below are basic requirements which may allow for reasonable accommodations to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS:

Education & Experience

- The Director will have a bachelor's degree in a professional discipline relevant to providing executive leadership for an organization of this type from an accredited college or university.
- The Director will have three to five years of experience in a business-related field or other similar leadership position. Additionally, three to five years of experience in program management and/or administration, grant coordination, management, or administration, and budget preparation and administration.
- The Director will have three years of supervisory experience.
- Experience operating or working for a small nonprofit (revenues not exceeding \$250,000 annually) preferred.
- The Director may substitute relevant education or experience to satisfy the above requirements.

Mandatory Skill Requirements:

- The Director will have excellent professional communication skills, including written and oral English communication skills free from spelling, punctuation, and grammatic errors, strong listening skills and the ability to make clear, impactful presentations to small and large groups. The individual must work well with others from diverse backgrounds and be able to work effectively as a team member. Focus on solving conflicts, maintaining confidentiality, listening to others without interrupting, keeping emotions under control, remaining open to others' ideas, and contributing to building a positive team spirit. Must be able to multitask efficiently and effectively.
- The Director will have strong organizational skills, including the ability to plan, organize, and set long-term strategies with appropriate research and workplans to accomplish goals.

- The Director must be able to work independently with little to no supervision on a daily basis, or collaboratively and positively with others of diverse backgrounds, opinions, needs, and motivations.
- The Director must be able to independently identify and resolve issues of all magnitudes or make recommendations to the Chair of the Board and/or Board of Directors regarding options for resolution.
- The Director must apply sound problem-solving skills and make decisions reflecting the best interest of the organization. The Director must accept responsibility for these decisions and the resulting consequences.
- The Director must be technologically literate, including computers and other typical office equipment and devices and use software such as email, word processing and spreadsheets, databases, and willing to learn more to complete necessary position duties and responsibilities.
- Knowledge of Chamber of Commerce principles and practices; research and reporting methodologies; principles of budgeting, accounting, and finance; principles of customer service and public relations; project management; contract negotiations and management; grant writing and administration; principles of marketing, promotion, and advertising.

Other Requirements:

- Hold a valid driver’s license and have a personal car available for business use. Car must be insured, and proof of insurance provided annually. The individual must be physically capable of operating vehicles safely and have an acceptable driving record. Use of a personal vehicle for Chamber business will be prohibited if the employee does not have personal insurance coverage.
- Available to work a flexible schedule, including frequent early mornings, evenings, nights, weekends, and extended hours, as necessary.
- Maintain a high degree of confidentiality, as this position has access to confidential information on a regular basis.
- Position will require the performance of other essential and marginal functions depending on work location, assignment, or hours.

SUPERVISORY RESPONSIBILITIES

This position will supervise all Chamber employees and volunteers. The Director is responsible to ensure organizational compliance with all laws and regulations pertaining to the employer-employee relationship.

SUPERVISION REQUIRED

This position works under the general direction of the Board of Directors, with specific direction from the Chairperson of the Board; however, has significant latitude in work hours and independent decision making.

PHYSICAL DEMANDS: The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to regularly talk and hear. The employee is frequently required to walk, sit, use hands for fine manipulation, handle or feel and reach with hands and arms using a keyboard and video display terminal. The employee is occasionally required to stand and stoop, kneel, crouch, and crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift up to 50 pounds, depending on the requirements of event setup and tear-down. The employee may occasionally climb stairs or ladders. Specific vision abilities required of this job include close, distance, and peripheral vision, depth perception and ability to adjust focus.

The Director must be able to spend the majority of the working day walking, sitting, standing, or driving. This position may be regularly required to travel to offsite locations which may or may not be barrier free. The ability to see, hear, and speak (in English) are required for these processes. The Director must be able to work well under stress, as there are periods of high stress related to the responsibilities associated with this position and manage and meeting competing deadlines.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

As an exempt employee, occasionally perform work beyond a normal 40-hour work week when workload requires.

The work environment is located at the Union County Chamber of Commerce office in Downtown La Grande, Oregon, and the office equipment includes, but is not limited to computer, scanner, copier, phone, etc. The noise level in the work area is typical of most office environments with telephones, interruptions, and background noises. The work may require travel between the office, other agencies, local businesses, and other worksites. The individual must be capable of traveling to multiple offsite worksites and may

encounter dust, varied/extreme temperatures, and intense/loud background noise on occasion. The position also requires some travel to trainings and conferences as well as tradeshow and events.

NOTE: This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The Chamber may add to, modify, or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Essential Duties & Responsibilities:

Chamber Development & Organization Management:

The Executive Director must anticipate emerging and long-term planning needs of the Chamber. In conjunction with the Board and staff, devise and implement a strategic plan and annual program of work to advance the Chamber's mission, this includes event goals and dates, membership targets, an overall communications and advertising calendar, and an annual budget. Utilize bylaws, precedence and evaluations as planning and implementation tools. Use relevant data and information to monitor the programs and services of the Chamber and ensure the organization is operating within its budget. As part of the financial responsibility, the Executive Director is also charged with making fundraising recommendations to the Board of Directors and, upon approval, is responsible for ensuring 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.

- Responsible for administration of all Chamber activities, plans, and programs in accordance with the policies and regulations adopted by the Board of Directors.
- Serves as the Chief Executive and Administrative Officer of the Chamber and ensures all meetings are appropriately scheduled and arrangements made as well as ensuring all meeting materials are prepared and distributed, including notices, agendas, packets, and minutes, in a timely fashion to the Board and Committees.
- Full oversight of all operational activities, as well as ensuring appropriate policies are in place to assure efficient and effective operations. Ensures all programs, activities, and events are meticulously planned, coordinated, and supported.
- Responsible for managing all Chamber resources towards the goals and strategic plans of the organization.
- Assesses organizational structure and recommends changes within existing resources, or when additional resources are required, to assure effective and efficient operations while maximizing the talents of existing staff and volunteers.

Support to the Board of Directors:

Build and maintain strong relationships and communications with the Board of Directors. Provide necessary leadership to garner full engagement of board members. Plan and organize committee and board meetings, and coordinate plans and agenda for these meetings. Provides support and leadership to the Board of Directors and any committees appointed by the Board. Keeps them informed of the organization's operational activities and issues, community liaison activities and issues, and political / legislative activities and issues, as appropriate, through reports at Board and Committee meetings and the distribution of appropriate resource materials, as well as is appropriate in between meetings via phone calls, emails, etc. Formulates strategic direction and policy recommendations for Board review and action. Implements Board policy at the organization level.

- Serves as the advisor to the Chairperson of the Board of Directors and Board Officers on strategic planning, programs, and activities.
- Assembles information, data, and special reports as requested by the Chair of the Board.
- Attends and provides staff support to all Chamber Board and Committee meetings.
- Attends and provides staff support to all Union County Tourism Promotion Advisory Committee (UCTPAC) Meetings.
- Provides advice and support to Chamber Board members as well as provides technical support and assistance to Chamber Officers and Committees to aid in leadership and functional duties.
- Ensures Chamber committees have appropriate staff support and guidance, and meeting and event materials are prepared, distributed, and available, as necessary.

Interpretation of Policy:

The Executive Director will ensure that the Chamber policy, as established by the Board, is kept up to date and implemented, and assist the Board, necessary committees, and staff in interpretation of policy in relation to any given question or program. Operate the Chamber in accordance with the Bylaws, existing procedures, and all state and federal laws as a proper 501c6 organization.

- Enforces and carries out the Bylaws and Policies and any other Chamber regulations adopted by the Board of Directors.

Finance:

The Executive Director is responsible for formulating the Chamber's budget along with the Board of Directors. The Director will ensure timely preparation of all financial reports as well as policies of Separation of Duties, checks and balances, and proper adherence to all guidelines and laws as pertaining to financial management. Prepare financial guidelines for each event held by the Chamber and ensure events follow budgetary guidelines to meet goals of each event.

- Responsible for development of annual budgets and programs of work for consideration and adoption by the Chamber Board of Directors and UCTPAC.
- Implements annual budgets as adopted by the Board of Directors, as well as responsible for all expenditures within the budget and ensures monthly budget versus year-to-date financials are submitted to the Board. The Director manages day-to-day finances including approval of all AP/AR functions. The Director works closely with the Board Treasurer and Finance Committee on all financial reports, as well as the UCTPAC support staff on financials, budgeting, and reporting.

Staff & Operations:

Is responsible for all facets of staff management including effectively establishing the terms of employment, recruiting, and hiring staff, within the framework of the approved budget; 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 Executive Director must have a working level of knowledge of basic human resources policies, procedures, laws, and regulations.

- Responsible for all hiring, directing, supervising, promoting, disciplining, and discharging all Chamber employees.
- Creates all recommendations regarding changes in compensation structures and bonus and benefit programs for all Chamber employees, in conjunction with the annual budgeting process.

Membership Relations:

Development and retention of current and future membership prospects. Keep consistent, strong lines of communication open between all parties, with a special emphasis on member input and feedback. Facilitate, oversee, and implement annual membership campaign, member visits and new member welcomes, as necessary. Analyze and interpret the needs of members and recommend revisions to increase membership value, engagement, and financial support. Annually review of member services 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.

- Review existing member services and evaluate potential new ways to best serve the Chamber's Membership as well as ensure communication of benefits, programs, events, and activities to the membership.

Community Liaison & External Relationships:

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, all media outlets and community collaboratives; and other relevant stakeholders. As much as possible, attend meetings of groups of organizations sharing common priorities including, but not limited to, the city and county councils, commissions, and work sessions, economic development meetings, other chamber of commerce meetings, businesses and organizations impacting the Union County Chamber of Commerce.

- Carries out all public relation duties, including but not limited to public speaking activities with local media and local and regional government, writing and publishing monthly and weekly Chamber news, via print and electronic means, develop print and electronic promotional materials, social media campaigns, write and issue press releases, update the Chamber website and calendar of events, etc.
- Serves as the Chamber representation on a variety of boards, committees, task forces throughout Union County and regionally.
- Develop and maintain positive relationships with various community organizations, government agencies, business community, and other agencies/entities.
- Schedules and/or attends meetings of various groups, agencies, and entities when such meetings may involve or affect the Chamber's purpose, function, projects, and reports involvement/development to the Board of Directors.
- Seek out opportunities to promote the Chamber, including its members, projects, services, and mission, including collaborations, alliance, and other innovative approaches.

Events & Fundraising:

The Executive Director will present event opportunities to the Board of Directors and will oversee all event preparation, utilizing both staff and volunteers to carry out event objectives. The Director will work to garner community support as well as a sponsorship for events as needed. Each new and existing event must include a budget and receive approval from the Board of Directors. Grant writing may also be necessary for new or existing events in the future.

- In coordination with the Board and other volunteers, identifies and conducts fundraising activities.
- Identifies additional sources of funds for Chamber activities, as appropriately supporting the Chamber mission and vision.

Other Duties:

The Executive Director is also responsible for a broad range of other duties which may not fit into a specific job-related function. These include but are not limited to the following.

- Provides excellent interpersonal service to members, visitors, Chamber Board and Committee members, and all others who come into contact with the Director in all ways including walk-ins, at events, phone calls, texts, emails, tradeshows, and throughout any visibility throughout the community.
- Provides backup office coverage when possible, so long as to not inhibit performance of the essential job functions, including but not limited to office coverage of walk-in visitors and phone calls.
- Undertakes special projects and research as directed by the Chair of the Board.
- Maintains proficiency by attending trainings and meetings, reading materials, and networking with others in similar positions throughout the region.
- Maintain work areas in a clean, orderly manner.
- Create marketing and advertising campaigns to increase tourism to the area.
- Administer grant programs regarding cooperative advertising opportunities.
- Oversee the preparation, execution, and performance of the Chamber's communications and community calendar, as well as all social media presence.
- Develop print collateral, including but not limited to the annual visitors guide and community maps, as well as relevant brochures and other print advertising.

Personal Characteristics and Experience – Ideally, the Executive Director of the Union County Chamber of Commerce will have a unique combination of personal and professional qualifications. This includes, but not limited to:

- Familiarity with the unique challenges of running a nonprofit; who understands the dynamics of a chamber of commerce or similar membership organization and who is genuinely interested in working effectively within that realm.
- Executive style that can generate respect and support from a wide range of constituents including large and small business, nonprofits, community groups, elected leaders, and staff at local, regional, and state level.
- Passion for Union County.
- Ability to lead the development and implementation of a long-term vision enhancing the Chamber's value proposition and relevance to current and future members.
- Experience understanding and developing accurate financial budgets, marketing plans, branding, and all other necessary plans to operate the day-to-day and long-term action plans of the Union County Chamber of Commerce
- Motivational leader who can attract, retain, develop, and empower staff and volunteers.
- A great listener who can articulate the Chamber mission and vision to retain and attract new members.
- Excellent communication skills and presentation ability; comfortable with new and traditional media.
- Time management skills with a proven ability to prioritize responsibilities.
- Demonstrated interest in the community and businesses of Union County and surrounding areas. Reliable, self-motivated, outgoing and ability to motivate others. Excellent verbal and written communication skills. Strong networking and leadership skills. Even temperament, even when under stress. Ability to function well as part of a multi-functional team. Presents a professional image whenever representing the Chamber.