



Position President & CEO (full time)

The Lakeland Chamber of Commerce, serving the greater Lakeland and Central Florida area, is actively seeking a President & Chief Executive Officer.

The Lakeland Chamber of Commerce's mission is to serve as the Catalyst for business success, Convener of leaders and influencers, and Champion for our thriving community. The Lakeland Chamber of Commerce is a 501 (c) (6) not-for-profit organization consisting of nearly 1,200 investor businesses, making it the largest chamber in Polk County, Florida. In 2019, the Lakeland Chamber was recognized with a 5-Star Accreditation from the U.S. Chamber of Commerce for its sound policies, effective organizational procedures, and positive impact on the community. This significant achievement marks the 50th consecutive year of Accreditation for the Lakeland Chamber. To learn more about the Chamber, visit <https://www.lakelandchamber.com>.

The Lakeland Chamber, in conjunction with the Chamber Foundation, is actively pursuing the development of "The Works" Business Resource Center, which will be a centralized hub to support the advancement of small business and workforce development in the City of Lakeland and Polk County. The facility will be located in Downtown Lakeland and will provide a home to numerous business-supporting partner organizations, as well as serve as the offices of the Chamber. This will provide collaborative and flexible spaces for business development and support, management and skills training, professional business assistance, as well as for meetings and events.

Job Description

The President and CEO of the Lakeland Chamber is expected to be a key and effective community leader in Lakeland, Polk County, and beyond. Advancing the voice of commerce, playing a critical role in public policy development, transforming the Chamber to meet the needs of an evolving business climate, and providing opportunities to members to develop their businesses are core purposes of the role. The President and CEO is expected to develop strategy and see to timely tactical execution to achieve desired results for our members. Accordingly, the President is expected to select, develop, lead, and manage the Chamber staff, maintaining a collaborative environment. The President & CEO's responsibilities include, but are not limited to the following: provide strategic direction, vision, and management for the programs and personnel of the Lakeland Chamber of Commerce and its affiliate organizations. Must demonstrate expertise in strategic planning, member sales and services, program management, economic development, public policy, nonprofit governance and operations, finance and accounting, public speaking, and fundraising. The President and CEO reports to the Lakeland Chamber of Commerce Board of Directors, and is responsible for profit and loss, fiscal stability, and compliance.

Duties

Leadership: The President & CEO will be a dynamic leader with the ability to manage current programs while developing new initiatives and partnerships with other business and community organizations to achieve the strategic goals set forth by the Board of Directors.

- Provide professional, visible, assertive direction for the success of the Chamber in a dynamic, changing environment.
- Perform as the business community's primary advocate and spokesperson.
- Create and nurture partnerships with local, regional, and state organizations to advance the Chamber's agenda.



- Communicate the Chamber's mission, vision, perspectives, and activities to stakeholders throughout the community, the region, and the state.
- Identify opportunities or issues that require the Chamber's attention and make recommendations to the Board as appropriate.
- Develop and maintain knowledge of community, regional, and statewide issues, activities, and events that would or could affect the Chamber and the community.
- Support the ongoing efforts of the Chamber to raise awareness and partnerships for "The Works" Business Resource Center.

Investor Experience and Membership Sales: The President & CEO is responsible for the oversight of the staff dedicated to the Chamber's investor activities including investor acquisition and retention.

- Oversee the direction of all membership efforts of the Chamber, including solicitation of new member investors, retention of current member investors, and dues structure review.
- Create opportunities to interact directly with members, soliciting their feedback on Chamber programs and ways to improve or increase member benefits.
- Participate in member meetings when appropriate.
- Ensure the offering of member benefits are valued by members.
- Oversee all events and programs and maintain an offering of events and sponsorships that align with member needs.

Program Development and Management: The President & CEO works with dedicated staff to initiate programming in furtherance of the Chamber's goals and policies. This includes the scheduling, design, implementation, and budgeting for the Chamber's programs and events.

- Develop and coordinate the necessary Chamber leadership and volunteer manpower to accomplish the Chamber programs.
- With an eye to future opportunities that will be available with the opening of "The Works" Business Resource Center, work with staff to continue to develop and implement meaningful and relevant programming to help businesses to grow and succeed.

Economic Development: The President & CEO is responsible for the Chamber's role in economic development including workforce education and certification, health and safety, civic innovation and regional collaboration with other economic development organizations, business support partners, and the Lakeland Chamber Foundation.

- Seek and help to implement both proven innovative ways to improve and sustain a positive business climate that will allow existing businesses to thrive, and attract new, diverse firms to the greater Lakeland area.
- Support ongoing local efforts to improve the existing regional education and training system.
- Work collaboratively to both retain talented local individuals, attract new dynamic leaders and workers to the area.
- Create and maintain an environment conducive to public/private/nonprofit collaboration to enhance the business climate.

Advocacy: The President & CEO works directly with dedicated staff on a variety of public-policy issues at the local, state, and federal levels that lead to the development of platforms, messaging, advocacy channels, and strategic partnerships. Advises the Board on



recommended actions or position to be taken.

- Effectively engage in public policy issues that pertain to the business community and/or the future success of the community and region.
- Work with regional partners to further infrastructure and economic development initiatives.

Governance and Operations: The President & CEO works with dedicated staff to ensure the Board and volunteers are actively engaged and aligned to support the mission and functional activities of the Chamber.

- Work closely with the Board to establish and maintain an overall vision for the Chamber, and assist the Board in developing/revising strategies and policies.
- Provide timely information, advice, and professional leadership to the Board.
- Be aware of community issues and concerns and apprise the Board and appropriate committees of possible outcomes and possible responses.
- Make productive use of board-member expertise in pursuing the Chamber's strategic plan and annual business and operations plan.
- Consistent with current Strategic Plan and board policies, develop a dynamic, ongoing business and operations plan that reflects the Chamber's purpose and membership needs that establishes and tracks measurable objectives.

Finances: The President & CEO works with dedicated staff to ensure the Chamber establishes and follows generally accepted accounting and financial practices that ensures organizational fiscal stewardship, achieves budget targets, sustains operations, and grows capacity for new initiatives and revenues.

- Evaluate the financial needs (programs, staff, and operations) of the Chamber for the fiscal year and for the future.
- Have accountability to the Chamber Board related to budget shortfalls.
- Direct preparation of an annual budget for approval by the Finance Committee, Executive Committee, and Board.
- Monitor the budget execution and report key indicators to the Finance Committee, Executive Committee, and Board monthly.
- Work with the Investment Committee to monitor the Chamber's investment account and develop recommendations for changes.
- Manage the Chamber's capital assets in an effective and efficient manner.

Public Relations/Outreach: The President & CEO works with dedicated staff to ensure a dynamic and forward-thinking public image for the organization, including strategies for marketing, communications, media relations, community relations and public speaking.

- Seek out opportunities to represent the Chamber at various public and private meetings, functions, and events.
- Make public addresses or secure other appropriate speakers concerning Chamber and community activities and issues.
- Maintain leadership position and close liaison with key economic and community development organizations at the local, regional, state, and national levels.
- Serve as the Chamber's primary contact with the media.
- Participate in appropriate key community events and organizations to demonstrate linkage of the Chamber to the wider regional community.



- Maintain contact with key community leaders to determine priorities and attitudes and to develop mutually beneficial activities and initiatives.
- Ensure website and social media messages are current and reflect the Chamber's mission and marketing plan.

Fundraising: The President & CEO works with dedicated staff to facilitate and secure funding for initiatives in furtherance of the Chamber's mission.

- Annually solicit sponsorship packages that provide value-added opportunities to key member partners.
- Support the ongoing efforts of the Chamber to raise capital funds to develop "The Works" Business Resource Center.

Staffing: Supervise the Chamber's staff, which involves interviewing and selecting personnel, determining salaries, imposing disciplinary action, making major assignments, coordinating departmental activity, and recommending personnel policies and practices to the Board of Directors.

- Direct all human resource activity consistent with program needs, established policies, and budget guidelines.
- Establish position descriptions and performance standards for each member of the staff.
- Continuously evaluate staff performance and document performance annually.
- Establish benchmarks and protocols for staff training and professional development.
- Utilize the annual business and operations plan as the basis for all activities and functions of each position on the team.
- Ensure the right people are on the team and that they are all working toward the Chamber's mission.
- Maintain the Chamber's offices to present an attractive, professional image.

Qualifications / Education and Experience Requirements

The ideal candidate for this position will be an experienced and passionate leader who has a successful track record of strategic planning, management, forecasting and budgeting, with fundraising experience preferred. The candidate will be a creative thinker with the ability to develop strategies and programs in a transformative way. The individual must also be a masterful and inclusive communicator, acting as the organization's lead spokesperson to communicate the value of the Lakeland Chamber of Commerce's mission and bring together diverse groups of businesses, community leaders, donors, volunteers, and others to fulfill that mission.

A bachelor's degree is required. Desirable qualifications may also include: a Master's degree; business experience; nonprofit organization experience and/or economic development experience; Certified Chamber Executive (CCE) or Certified Association Executive (CAE).

Apply

Please send a resume and cover letter to careers@lakelandchamber.com. Questions also should be directed to this email address. **All applications will be treated with strict confidentiality.**

Applications should be submitted by December 17, 2021, at 5:00 pm.