

## FARMVILLE CHAMBER OF COMMERCE

### Director Job Description - Posted July 1, 2019

**Application Information:** Interested candidates may email their resume, cover letter, and list of two references to [info@farmvillencchamber.org](mailto:info@farmvillencchamber.org), or mail to:

Farmville Chamber of Commerce  
ATTN: Search Committee  
PO Box 150  
Farmville, NC 27828

**Hours and Compensation:** The Director will work 30 hours per week with a hiring range of \$12 to \$15 per hour.

**Reports to:** Board of Directors

**Description and Scope of Job:** The Director, who is employed by the Farmville Chamber of Commerce Board of Directors, is the public face of the organization and is responsible for effectively leading the organization such that it successfully achieves its mission of service to members. Specific areas of responsibility include leadership of the staff of the organization; support of positive member relations; support to the Board of Directors of the organization; and community connecting/ liaison activities.

#### Qualifications:

- It is required that, at minimum, the Director will have a Bachelor's degree in a professional discipline relevant to providing leadership for an organization of this type from an accredited college or university or equivalent experience.
- It is recommended that the Director have three years of experience in a business-related field or other leadership position or equivalent experience.
- It is required that the Director present a professional and positive image to members and the greater community through appropriate appearance, demeanor and comments.

#### Skills:

- It is required that the Director has excellent professional written and oral communication skills, strong listening skills, and the ability to make presentations to groups.
- It is required that the Director has strong organizational skills, including the ability to plan, organize, and set short- and long-term strategy with a work plan to accomplish it.
- It is essential that the Director be computer literate and able to use software functions such as email, word processing and spreadsheets, as well interact with Chamber members and the community through social media and other Internet-based platforms.
- It is required that the Director be able to work collaboratively and positively with others of diverse backgrounds, opinions and needs.

- It is required that the Director be able to independently identify and resolve problems or make recommendations to the Board of Directors about resolution options.
- The Director must be able to apply sound problem-solving skills and make decisions that reflect the best interest of the organization. The Director must be willing to accept responsibility for his/her decisions and the resulting consequences.

### **Position Specific Job Duties and Responsibilities:**

#### Member Relations:

- Keeps abreast of the pulse of the organization's members to ensure positive member relations.
- Ensures that services provided to members meet their needs.
- 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.

In an effort to connect with members and raise the public profile of the Chamber, the Director must plan activities on an ongoing basis. Examples of events that have been coordinated and executed by the Director in the past include but are not limited to:

- Annual membership drive
- A Taste of Farmville annual event
- Business After-Hours networking events
- Business ribbon cutting events
- Fundraising golf tournaments

The Director is expected to continue the Chamber's tradition of planning and executing events.

#### Provides supervision and leadership for Chamber staff and volunteers:

- Is responsible for all facets of staff management including:
  - assigning work to staff members and volunteers based on their skills, abilities and job responsibilities
  - providing regular and appropriate supervision of staff and volunteers
  - conducting performance-monitoring activities as needed and performing a formal written performance appraisal at least annually
- 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.
- Actively listens 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.

#### Support to the Board of Directors:

- Provides support and leadership to the Board of Directors and any committees appointed by the Board.
- Keeps the Board informed about the organization's operational activities and issues, community connecting / liaison activities and issues 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.

#### 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.

#### Organization Management:

- Uses relevant data and information to monitor the programs and services of the Chamber.

#### Financial Management:

- Ensures that the organization is operating within its budget.
- Handles, keeps records of, and deposits monies.
- Makes fundraising recommendations to the Board 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.

#### **Critical Physical Demand of the Job:**

The Director must be able to:

- spend the majority of the day walking, sitting, standing and/or driving.
- type on a computer keyboard and operate other office equipment.
- effectively communicate with others both verbally and in writing. The ability to see, hear, and speak are helpful in this process.
- work well under stress and meet deadlines.

**Working Conditions:**

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