



Kent County Chamber of Commerce, Inc.
Championing the Success of our Members
122 N. Cross Street | P.O. Box 146 Chestertown, MD 21620
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Job Description - Executive Director

The Executive Director (ED) is the paid Chief Executive and Administrative Officer of the organization, responsible for the full range of Chamber activities in accordance with the policies, procedures, and Bylaws of the Chamber. The ED, along with the Board of Directors, creates and implements work plans to achieve Chamber goals and objectives. The ED manages the day-to-day operations of the Chamber office. The ED provides leadership in the growth and development of the Chamber, services to its members, acquisition of resources, management of staff, and evaluation of organizational efficiency. An annual work plan – developed and adopted by the Board and ED from its overall Strategic Plan – details specific tasks and timelines for achieving the duties and responsibilities of the ED.

Starting Salary Range: \$50 - \$55k

SUMMARY OF DUTIES AND RESPONSIBILITIES

I. Bylaws & Strategic Plan

The ED is directly accountable to the Chamber Board for the efficient operation of all Chamber activities and the Chamber office. The ED:

- implements policies adopted by the Board of Directors, as defined through the Chamber Bylaws and Strategic Plan; and
- ensures annual goals and objectives align with policies and provides timely and accurate reports to the Board on progress in meeting goals and objectives.

II. Personnel

The ED is responsible for the work of all paid staff, interns, and consultants. The ED:

- participates, along with a committee of board members, in the hiring of all paid staff members;
- trains, manages, conducts performance evaluations, and terminates all paid staff, interns, and consultants;
- establishes and adjusts staff and consultant salaries within the Chamber's annual budget;
- designs and adjusts job descriptions and scopes of employment as necessary, in consultation with the board and staff; and
- manages staff, consultants, and volunteers to achieve the goals and objectives of the Chamber.

III. Finance

The ED is accountable for the financial management and planning of the organization. The ED:

- manages the organization's finances;
- coordinates financial matters with the Treasurer;
- ensures that solid budgeting systems are in place and, along with the Finance Committee;
- prepares and submits an annual budget to the Board for approval; and
- handles budget compliance, periodic financial reporting, and management of accounts receivable and payable.

Diamond Sponsor: Talkie Communications

Platinum Sponsors: PNC Bank, Think Big Networks, LLC

Gold Sponsors: Advisors Financial, Inc., Breezeline, The Dixon Group, Kent County, KVN Partners, Shore United Bank

Silver Sponsors: Chesapeake Bank & Trust Company, Comfort Inn, David A. Bramble, Inc., KRM Construction Company,

Bronze Sponsors: Atlantic Security, Chesapeake Bank & Trust Company, Comfort Inn, David A. Bramble, Inc., KRM Construction Company, KRM Development Corporation, Sears Hometown Store, Sparkle Pools, Inc.

IV. Committees and Volunteers

The ED supports the work of all Chamber committees and volunteers. The ED:

- coordinates the selection process for new members of the Chamber Board;
- monitors, motivates, and supports all Chamber committees;
- provides guidance to the volunteer board leadership in the selection of qualified personnel for committee assignments;
- ensures effective communication between Chamber staff and committees as necessary;
- serves as ex-officio member of all committees and coordinates exchanges between complementary committees; and
- manages program of volunteer recognition and appreciation.

V. Communications

The ED is charged with creating and maintaining a robust communication system among Chamber members and between the Chamber and the community. The ED:

- handles or supervises the design and production of all internal and external communication and marketing tools, including, but not limited to: Chamber event promotional media, website, newsletter, membership sales materials, signage, presentation tools and materials, membership retention tools, and volunteer communiqués; and
- establishes ways for the Chamber to serve as a *Communication Hub in Kent County*.

VI. Marketing and Business Development

The ED is responsible for the implementation of a comprehensive communications and marketing approach that achieves the Chamber's annual budget revenue goals. The ED:

- implements the plan to achieve annual Chamber membership targets as set by the Board of Directors - to include goals, calendar, and budget – and makes the plan align with the overall Chamber budget;
- implements the plan to achieve annual financial targets for Chamber products not included in membership income;
- manages all event sponsorship and membership acquisition/retention sales campaigns as specified in annual work plan.

VII. Chamber Partnerships

The ED is responsible for ensuring that support to key Chamber Partners is delivered - as defined by the Board of Directors, outlined in MOUs, and specified in the annual work plan.

VIII. Membership Services

The ED designs and manages a membership services program that provides a broad range of quality deliverables to Chamber constituency. The ED:

- establishes effective lines of communication between membership and Chamber office;
- ensures that accurate records of membership are kept; and
- develops a system of volunteer Chamber Ambassadors.

IX. Community Relations

The ED, along with Board Members, is responsible for an active, positive Chamber presence in the community. The ED:

- ensures that all phone and email inquiries received by the Chamber (tourism, economic development, referrals, etc.) are handled in a timely manner;
- represents the Chamber at appropriate public meetings;
- advocates for the economic well-being of Chamber members and the community by developing advocacy letters for legislative issues that will affect businesses in Kent County and drafting letters of support for Chamber members;
- engages community business leaders and elected officials on behalf of Chamber issues;
- remains informed of current public issues and ensures Chamber involvement in decision-making processes;
- partners with various organizations and groups for special projects when mutually beneficial to the chamber and its partner.
- conveys menu of key advocacy issues to the Board of Directors for its consideration and action;
- produces Chamber functions and events, including: Legislative Breakfasts (2), Annual Meeting and Awards Ceremony; Periodic Business After-Hours Socials; Regional Mixer, Workshops and Ribbon Cuttings; and
- oversees the production of Chamber publications for the benefit of Chamber members and the public, including but not limited to the Annual Map, the Annual Directory, the Annual report, periodic newsletters, and social media postings.

X. Administration

The ED is responsible for ensuring that all administrative tasks required to run a local Chamber of Commerce are accomplished in a professional and efficient manner.

XI. Measurement & Evaluation

The ED implements the effective tools of measurement for all Chamber initiatives as outlined in the annual workplan. The ED:

- oversees the collection of necessary appropriate data to ensure meaningful measurements;
- analyzes the data; and
- makes strategic recommendations to Board in response to those measurements.

QUALIFICATIONS

- Bachelor's degree from an accredited college or university required; or comparable professional training and experience attained through military, industry, or association service.
- Minimum of 5 years of management/executive level experience in a business-related field or other leadership position, including supervision of professional staff and oversight of finances.
- Demonstrated organizational skills, including the ability to plan, organize, and set a long-term strategy with an appropriate work plan to accomplish it.
- Experience preparing and managing budgets, analyzing organizational performance and projecting financial outcomes.
- Strong executive and supervisory skills, including the ability to plan, organize, lead, delegate, and monitor projects and programs.
- Ability to foster teamwork and collaboration between/among Board members, staff, chamber members, community leaders, elected officials, and strategic committees and organizations.
- Working knowledge of local, regional and state-level political systems and experience in developing collaborative relationships in these areas.