



## Executive Director

**Reports to: Board of Directors through the Chairperson**

**Base Annual Salary Range: Negotiable**

**Fair Labor Standards Act (FLSA) Status: Exempt**

### Position Summary

The Executive Director is responsible and accountable to the Board of Directors to provide executive leadership to the Menifee Valley Chamber of Commerce. The Executive Director ensures the Board of Directors and volunteer leaders are actively engaged and aligned to support the Strategic Plan of the Chamber. The Executive Director is also responsible for creating and maintaining a dynamic and forward thinking public image for the organization, including strategies for marketing, communications, media relations, community relations and public speaking.

### Job Duties and Responsibilities

#### Membership and Financial Management

- Responsible for the overall performance of the Chamber's membership activities including membership acquisition, stewardship and retention
- Establish, oversee, and follow generally accepted accounting and financial practices that ensures organizational safety and soundness, achieves budget targets, sustains operations, and grows capacity for new initiatives
- With approval of the Finance Committee of the Board, develop an annual budget for the Chamber's operations that delineates projected revenues and expenses and a projected net profit as appropriate
- Lead, direct and develop Chamber's fund-raising strategies and capital campaigns

#### Personnel Management

- Oversee the management of chamber staff including hiring, firing, performance reviews, salary and benefits administration, policy and general supervision
- Coach and develop the internal leadership team to attain consistent, highly effective performance
- Develop and implement continuous improvement initiatives, create better business practices and an organizational structure that will optimize performance and operating results. Create internal management systems of key performance indicators (KPI's) to monitor staff activity and performance against goals with continued supervision

- Promote a working environment of excellence, external and internal collaboration and professional standards for the organization. Build accountability into the culture

#### Additional Duties and Responsibilities

- Oversee the day-to-day operations of the Chamber, including management of programs, staffing, membership, and marketing efforts
- Work with the Chairperson of the Board of Directors to prepare agendas and materials for Board and Executive Committee meetings
- Develop goals and objectives for recommendation to the Board
- Serve as the primary spokesperson and ambassador for the Chamber with the City of Menifee, other government agencies, and other chambers
- Represent the Chamber at business and community events, meetings, etc.
- Build partnerships with other organizations
- Support the officers of the Chamber
- Direct the annual and long-term planning process
- Fulfill the officer and committee responsibilities assigned to the President in the Chamber by-laws
- Attend Chamber Board committee meetings and provide staff support to committee efforts
- Participate in higher level membership and sponsorship sales
- Identify and develop revenue generation programs and events
- Oversee organization of Chamber's Annual Retreat & Events
- Operate within and advance the policies of the Chamber
- Assure that organization priorities are responsive to member needs and serve to advance the City of Menifee's economic welfare
- Maintain open communication with the Board, and work with the Board in the governance of the Chamber; bring issues to the Board in a timely fashion
- Implement a marketing plan for the chamber to assure a positive community image
- Develop and maintain a positive and helpful relationship with city and county governmental agencies; neighboring Chambers and the State chamber
- Develop goals and long range plans of the Chamber
- Any additional duties as assigned by the Board of Directors

#### **Required Qualifications**

##### Education

- Bachelor's degree in Business Administration, Marketing, Communications or related field from an accredited college or university preferred; or comparable professional training and experience attained through military, industry or association service will be considered in lieu of academic credentials.

##### Professional Experience

- Minimum of three (3) years management/executive level experience in a business-related field or other leadership position, including supervision of professional staff and oversight of finances.
- Previous Chamber management experience preferred
- Working knowledge of local, regional and state-level political systems and experience in developing collaborative relationships in these areas

## **Knowledge, Skills, and Abilities**

### Knowledge

- Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Economics and Accounting - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Mathematics - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Education and Training - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Psychology - Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

### Skills & Abilities

- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Mathematics - Using mathematics to solve problems.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

- Speaking - Talking to others to convey information effectively.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination - Adjusting actions in relation to others' actions.
- Negotiation - Bringing others together and trying to reconcile differences.
- Service - Orientation Actively looking for ways to help people.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.
- Management of Material Resources - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Time Management - Managing one's own time and the time of others.
- Spreadsheets - Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.
- Presentations - Using a computer application to create, manipulate, edit, and show virtual slide presentations.
- Navigation - Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
- Word Processing - Using a computer application to type text, insert pictures, format, edit, print, save, and retrieve word processing documents.
- Databases - Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- Physical Abilities - Visual ability to read handwritten or typed documents, and the display screen of various office equipment and machines; communicate and obtain information in English; sit (for sustained period of time), stand, stoop, kneel, bend, lift (25 pounds), carry (25 pounds), and walk; climb slopes, stairs, steps, ramps and ladders; and operate office machines and equipment in a safe and effective manner.