



JOB TITLE: PRESIDENT/CEO

The President/CEO of the Toccoa-Stephens County Chamber of Commerce must be an influential, strategic, and relationship-driven leader with a strong business acumen and a passion for community development.

- Outgoing, charismatic, and community-focused leader who thrives on engagement – a natural people person who is committed to building relationships.
- Collaborative Leader – skilled at bringing diverse groups together to achieve common goals.
- Excellent Communicator – strong public speaking ability and comfort in high-profile advocacy roles.
- Active Listener – values input from members, business owners, community leaders, and elected officials.
- Strategic thinker – understands long-term planning, economic development, and advocacy.
- Business-savvy – possesses strong financial, operational, and organizational management skills.
- Results-driven – able to set and achieve measurable goals that drive economic and business growth.
- Methodical and Process-Oriented – takes a structured approach to problem-solving and decision-making. Ability to balance the needs of diverse groups to create a unified vision for the future.
- Experienced Team Leader – has successfully managed and led staff to achieve high performance.

KNOWLEDGE, SKILLS & Professional Qualifications:

- 1. Education:** Bachelor's degree in business, communications, or public administration required, or equivalent experience preferred. Professional certifications and continuing education are also highly desirable with preference to CCE or IOM credentials.
- 2. Experience:** Minimum of five years of leadership experience for a business or nonprofit organization.
- 3. Management:** Familiarity with running a nonprofit with an understanding of the dynamics of a chamber of commerce, or a similar membership organization, which advocates for members and engages in economic development.
- 4. Leadership:** Have demonstrated leadership skills for setting goals, objectives, plan and track multiple projects, and to hold people accountable. Show leadership for embracing diversity and success in working with the community.
- 5. Executive:** Demonstrate an executive mind, capable of looking at the big picture, absorbing information quickly, thinking broadly, analyzing thoroughly, and acting decisively. Show willingness to pursue new ideas and challenge traditional thinking.
- 6. Planning & Organizing:** Demonstrated ability to plan work activities and handle multiple project priorities and work with time pressure.
- 7. Communication:** Possess superior communication and presentation skills along with strong listening, written, and verbal skills. Experience establishing positive and proactive communication with Board, staff, membership, public sector, civic groups, and general members of the community. Proven experience with traditional and online media.
- 8. Public Policy Skills:** Demonstrated non-partisan and strategic public policy skills, and experience working with elected officials. Extensive knowledge of state and local government operations and legislative processes.
- 9. Collaboration:** Proven record for engaging, partnering, and building alliances with a wide range of constituencies that include business leaders, elected officials, and leaders from other organizations.

SALARY & BENEFITS INFORMATION

Commensurate with qualifications (education / experience / knowledge / skills)

RELATIONSHIPS AND ROLES: Responsible to the Board of Directors and the Executive Board. Has regular contact with elected officials, the Board of Directors, and its committees. Maintains personal contact with Regional, State, and National elected officials and organizations as well as the general membership to the greatest degree possible. Maintains appropriate relationships with other associations and vendors to enhance the image of the Chamber of Commerce.

FUNCTIONS – Essential duties and responsibilities

- 1. Business and Operational Plans:** Through the proper chamber committees and staff, the President/CEO is responsible for the development and execution of business, financial, marketing, and operational plans to achieve the Chamber's current strategic initiatives. This involves a continual evaluation of the business and community environment, making adjustments to plans as needed, measuring progress toward attainment, providing resources where needed, and working with staff and volunteers to achieve the goals in the business, financial, marketing, and operational plans.
- 2. Board Relations:** The President/CEO is responsible to maintain strong relationships, communicate in a professional manner and provide leadership necessary to garner the full engagement of the board members. Other board relations duties include preparing an agenda, maintaining Board minutes and records, implementing Board plans and programs in accordance with Board direction and established policies, serving as the primary contact with Chamber staff, initiating ideas for consideration by the Board and collaborating with the Board on all matters regarding the current mission, vision and initiatives.
- 3. Financial Performance:** The President/CEO has fiduciary responsibility for the organization and develops the Chamber budget in conjunction with the Treasurer and the Finance Committee. The President/CEO shall implement and manage the budget as approved by the Board of Directors which includes providing monthly financial statements. Directly with the director of finance on monthly reporting, updates and reconciling of the books.
- 4. Policy:** The President/CEO will ensure that adopted Chamber policy is properly recorded in minutes and policy manuals. The President/CEO will assist the Board, committees, members, and staff to follow current Chamber policy as it relates to programs, events, and other activities of the Chamber.
- 5. Membership Relations, Development, & Retention:** The President/CEO provides leadership in membership services to ensure there is a compelling value proposition for current and prospective members. With the Director of membership/Benefits, committees, staff and other chamber organizations, the President/CEO will review membership needs, conduct member satisfaction surveys, as well as develop and recommend revisions to increase membership value, engagement, and financial support. In general member recruitment is an all-hands approach, the President/CEO directly recruits in the absence of a membership director.
- 6. Programs:** The President/CEO is responsible for managing the operations of programs and events conducted by the Chamber and works with staff and other Chamber committees to plan, market, recruit participants, develop content, conduct the events, monitor finances, and evaluate the effectiveness of the programs.
- 7. Advocacy & Public Policy:** Collaborate with the Board and staff to identify and manage the Chamber's relationships and advocacy/public policy efforts with local, regional, state, and federal government bodies to achieve desired outcomes. Maximize the Chamber's influence through relationships with government officials, delivering testimony on our positions, and coalition-building among those with similar views. Directly works with chief lobbyist hired at state level, engages on the city council level and federally. Much of this role requires that the President/CEO is pro-business.
- 8. Business Community Development:** Work with the Board, staff, to support the economic development efforts in the Westminster area. This includes working closely with other economic development organizations, researching needs, developing appropriate content, and linking businesses to resources to spur innovation and growth. Implementing tools the President/CEO sees value in supporting our mission of building business.
- 9. Image:** The President/CEO works with the Board of Directors, staff, committees and other chamber organizations to build consistency conviction, and credibility throughout the Chamber to articulate our value and brand to internal and external audiences. This includes promoting our brand, surveying members on the Chamber's value, developing marketing plans, collaborating with other organizations, communicating about the Chamber programs and services, evaluating the effectiveness of materials, and striving to continuously improve the Chamber's image.
- 10. Liaison with the Community:** Develop and maintain contacts and relationships with key community leaders, the President/CEO helps support the community. The President/CEO is frequently called upon to relate Chamber activities to the activities of all other groups in the improvement of the commercial, industrial, and civic life of the community. Represents the Chamber in meetings of local, state, and national organizations. Serves as a community leader, a visionary, and alliance builder to ensure a vibrant economic environment and high quality of life.
- 11. Other duties as assigned:** Perform other duties assigned by the Chair, Executive Board, Board of Directors that are consistent with the Chamber's mission, vision and policies.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work environment is dictated by activities of the Chamber. The CEO/President shall generally be available during regular operating hours of the Chamber (8:00am to 5:00pm Monday through Friday). The President/CEO shall set her/his own schedule provided that the President/CEO shall complete all duties, responsibilities, and management functions of the job description in a timely manner. The position is subject to work outside traditional hours and may have extended operating days. There is some business travel required. The President/CEO is responsible for reporting to the Chairperson of the Board any issues, concerns or questions that affect this organization.

For more information, please contact Cassandra Wilkins at Cassandra.Wilkins@pattersonpumps.com