

<b>RUTHERFORD COUNTY CHAMBER OF COMMERCE</b>
<b>JOB DESCRIPTION AND STANDARDS OF PERFORMANCE</b>
<b>Position: DIRECTOR</b>
<b>Reporting To: BOARD OF DIRECTORS</b>

**POSITION SUMMARY:**

- The Director is employed by the Board of Directors of the Rutherford County Chamber of Commerce. The Director is responsible for effectively managing the daily operations of the Chamber of Commerce by achieving its strategic goals and mission of service to its members. The Director is responsible for upholding the by-laws, government regulations and policies established by the Board of Directors. The Director must promote integrity and good faith, business and industry, encourage and establish industrial and commercial business, and attract prospective residents, shoppers and tourists to Rutherford County.

**POSITION RESPONSIBILITIES:**

*The responsibilities of the Director include, but are not limited to the following:*

- Successfully manage the operations of the Chamber office and organization.
- Operate in accordance with the by-laws established by the Board of Directors.
- Maintain a positive and professional image to members of the community through appropriate appearance, demeanor and communication.
- Promote Chamber membership and retention through active recruitment of new and prospective Chamber membership and regular visitation of current membership.
- Ensure positive member relations by providing services to members to meet their needs or resolve issues.
- Distribute information and communicate with newcomers and prospective newcomers to the community- both residential and business.
- Possess understanding of issues confronting business, property owners, public agencies, and community organizations while being entrepreneurial, enthusiastic, organized, creative, and capable of efficiently functioning in an independent environment.
- Provide training, business after hours, ribbon cuttings, political forums, lunch and learns, and other programs or events for member businesses, as appropriate.
- Coordinate the annual Reverse Raffle, Golf Tournament and annual Meeting. This includes obtaining sponsorships, selling tickets, and other responsibilities associated with each event.
- Develop brochures, publications, member materials and promotional literature.
- Participate in community speaking engagements upon request or to fulfill Chamber mission.
- Attend meetings of various groups or organizations in the community that may involve or affect the purpose and/or function of the Chamber.
- Coordinate and assist in executing projects and events to enhance the community and encourage trade, tourism, and industry in Rutherford County.
- Maintain positive relationship with City, Town and County officials, State Representatives, Economic Development Commission, Hickory Nut Gorge Chamber of Commerce and the Tourism Development Authority.
- Notify officials, Chamber members and potential members of relevant Chamber activities.
- Inform the media through press releases of Chamber events and/or important news promoting the Chamber.
- Maintain positive and supportive relationship with the Board of Directors.
- Communicate all contracts and agreements to the Executive Board of Directors for Board of Directors approval. If approved, ensure compliance of all contracts and agreements.
- Provide monthly report of Chamber operational activity and issues to the Executive Board of Directors.
- Provide monthly Profit & Loss Report to the Executive Board, Board Treasurer and Finance Committee.

- Provide monthly personal expense report to Executive Board, Board Treasurer and Finance Committee for approval by Board of Directors.
- Assist Executive Board and Budget & Finance Committee with establishing the annual operating budget.
- Operate within the approved budget by operating as cost-effective as possible in overall operations and providing services to members.
- Provide recommendations to the Executive Board and Nominating Committee to fill vacant board positions.
- Maintain the office and all office and electronic equipment for work use only.

**QUALIFICATIONS:**

- Bachelor’s Degree in public relations, marketing, or business, with 5 years experience in public relations, tourism, marketing and/or business ownership.
- Strong verbal and written communication skills.
- Proficient computer skills in Microsoft Office and QuickBooks.
- Detail oriented; ability to multi-task; self motivated; ability to work independently.
- Demonstrated leadership skills
- Knowledge of Rutherford County.
- Strong work ethic and commitment to service excellence.

**PHYSICAL DEMANDS:**

- Must have valid driver’s license and ability to travel.
- Ability to lift 30 lbs.

**WORKING CONDITIONS:**

- Pleasant office environment.
- Occasional irregular working hours.
- Frequent travel to businesses in and around Rutherford County.
- Occasional pressure due to deadlines, multiple calls and inquiries and demands of potential and present Chamber members, visitors and the general public.

**SUPERVISORY RESPONSIBILITIES:**

- The Director will supervise one full-time office manager and any volunteers.

**POSITION ACCOUNTABILITIES:**

- Director will account to the Executive Board of Directors and Board of Directors.
- Performance review and evaluation will be performed annually or as necessary.
- See attached Performance Review Form.

REVIEWED				REVISED			
DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
2/2011							
<b>ORIG. DATE:</b> 2/2011				<b>APPROVED BY:</b> Rutherford County Chamber of Commerce Board of Directors			