



## Job Description

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**Job Title:** President/CEO  
**Class:** *Full time*  
**Direct Supervisor:** Chairperson of the Board of Directors  
**Date Prepared:** September 2023

### **ABOUT THE MISSOULA AREA CHAMBER OF COMMERCE:**

The mission of the Missoula Chamber is to preserve and advance the quality of life in Missoula by advocating for a healthy, responsible, and diverse business environment and by providing resources that help businesses succeed. The core values of the Chamber are advocacy, expertise, collaboration, leadership, connection, and innovation. The Chamber's vision is to be a leading catalyst in creating a cooperative and prosperous community, which inspires and motivates many area businesses to invest their resources with the Chamber in helping build Missoula's future.

### **POSITION SUMMARY:**

The President/CEO of the Missoula Area Chamber of Commerce provides leadership, direction and management for all aspects of Chamber activities and is responsible for seeing that the strategic initiatives and policies of the Board of Directors are effectively implemented. President/CEO serves as a non-voting member the Board's Executive Committee. The President/CEO directly reports to the Chairperson of the Board of Directors and communicates on a regular basis. Under the direction of the Board of Directors the President/CEO is responsible for maintaining continuity and managing both the Chamber 501(c) (6) and Chamber Foundation 501 (c) (3) organizations. The President/CEO advises the Board and committees regarding policy, programs, and other key initiatives and serves as the principal advocate and spokesperson for the Chamber in conjunction with the Chairperson. The President/CEO works closely with a wide range of constituencies in the public, private and not-for-profit sectors to build support and coalitions consistent with the Chamber's overall vision, mission, current goals and priorities.

### **NATURE AND EXTENT OF ASSIGNMENT**

*Basic Function:* The President/CEO is the chief executive officer of the organization.

*Scope:* The Chamber Board of Directors is responsible for developing the strategic plan and priorities for the organization. The President/CEO is responsible for implementing and monitoring the strategic initiatives and policies of the Chamber. This is done by developing, implementing, and monitoring operating plans (business, financial, marketing, and operational plans). President/CEO is responsible to the Board of Directors for the full range of management activities: coordination of the planning efforts, organizational structure and procedures, motivation of volunteers, income and expenditures, maintenance of membership,

employment, training and supervision of staff, interpretation of policy, and maintenance of facilities.

### **FUNCTIONS – Essential duties and responsibilities**

1. *Strategic Plan:* The President/CEO working with the Chamber Board will monitor community, business, and economic needs in the Missoula area to develop an effective strategic plan. The Chamber Board is responsible to develop the strategic plan and the President/CEO will participate in that process. An effective strategic plan needs to be monitored on a regular basis. The President/CEO will continuously evaluate the strategic plan and provide recommendations for change as needed, and a system for measuring progress toward attainment of the most current Chamber initiatives and goals.
2. *Business and Operational Plans:* Through the proper chamber committees and staff, the President/CEO is responsible for the development 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.
3. *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.
4. *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.
5. *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.
6. *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.
7. *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.

8. *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.
9. *Business Community Development:* Work with the Board, staff, to support the economic development efforts in the Missoula 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.
10. *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.
11. *Staff:* President/CEO is responsible for all Human Resource functions including but not limited to the hiring, supervision, evaluation, and termination of all staff. As required by the strategic and business plans, the President/CEO establishes and maintains appropriate duties, responsibilities, alignment for employees and will maintain an updated employee manual. The President/CEO will provide for continuing education for employees and provide leadership to maintain an organizational culture of excellence, respect, diversity, and collaboration among teams and individuals.
12. *Headquarters:* As approved by the Board of Directors, the President/CEO is responsible for the maintenance of headquarters that will provide for an efficient operation and present an attractive facility for members, the community, and visitors.
13. *Motivation of Volunteers:* The President/CEO needs to motivate and encourage volunteers to participate in Chamber activities.
14. *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.
15. *Other duties as assigned:* Perform other duties assigned by the Chair, Executive Committee, Board of Directors that are consistent with the Chamber's mission, vision and policies.

## **KNOWLEDGE, SKILLS & ABILITIES**

1. *Education:* Bachelor's degree in business, communications, or public administration required and a master's degree is preferred. Professional certifications and continuing education are also desirable and can be used to meet this requirement.
2. *Experience:* Minimum of five years of executive level leadership experience for a business or nonprofit organization.

3. *Management*: Familiarity with running a nonprofit and understand the dynamics of a chamber of commerce or a similar membership organization that 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. *Supervision*: ability to attract, retain, and develop excellent staff in a team-oriented environment.
7. *Planning & Organizing*: Demonstrated ability to plan work activities and handle multiple project priorities and work with time pressure.
8. *Communication* – Possess superior communication and presentation skills along with strong listening, written, and verbal skills. Experience establishing positive and proactive communication with Boards, staffs, membership, public sector, civic groups, and general members of the community. Proven experience with traditional and online media.
9. *Public Policy Skills* – Demonstrated non-partisan and strategic public policy skills for working with elected officials. Extensive knowledge of state and local government operations and legislative processes.
10. *Collaboration*: Proven record for engaging, partnering, and building alliances with a wide range of constituencies that includes business leaders, elected officials, and leaders from other organizations.

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Work environment is dictated by activities of the Chamber. Extended periods in difficult work environments may occur. 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. This person is responsible for reporting to the Chairperson of the Board any issues, concerns or questions that affect this organization. They will perform all other duties as directed by the Chairman of the Board.