



Job Description

Executive Director

OUR MISSION: Empowering our members to promote a thriving community.

REPORTS TO: Board of Directors

SUPERVISES: Chamber Staff & Committee Volunteers

CLASSIFICATION: Salary, full-time, exempt, includes occasional weekends and holidays

SCOPE: The Executive Director leads the Chamber's strategy, operations, and financial management while actively upholding its mission, vision, and core values. The role drives membership engagement, staff and volunteer coordination, and effective administrative systems. It builds key relationships across the business and community sectors and represents the Chamber and its subsidiaries through communications, public outreach, and advocacy.

ACCOUNTABILITY: The position operates with general oversight from the Board of Directors, receiving direction on policies and major initiatives while carrying out day-to-day responsibilities with minimal direct instruction. The Executive Director coordinates key organizational functions and operational phases, provides general direction, and supervises individuals within the organization.

ESSENTIAL FUNCTIONS

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

Development & Oversight

- Carries out the mission and vision of the Chamber.
- Directs and implements Board-approved policies with support from staff and volunteers.
- Collaborates with the Board and Executive Committee to develop long-range policies that advance organizational goals and objectives.
- Prepares proposals for Board action and, upon approval, leads staff and committees in executing approved initiatives.

Committee & Volunteer Relations

- Oversees and coordinates all committees, providing effective leadership.
- Assigns, supervises, and supports volunteers involved in committee work.
- Guides or supports the development and execution of committee projects.
- Builds positive relationships with committee members to encourage engagement, collaboration, and active participation in Chamber initiatives.

Finances & Administration

- Oversees all financial and administrative operations of the organization, including the preparation of monthly financial reports.
- Prepares the annual budget with the Executive Committee, develops plans to meet budget goals, and submits the budget and major expenditures based on policy for Board approval.
- Directs office administration, including maintenance, equipment replacement, and overall office functionality.
- Signs or countersigns checks in accordance with Chamber by-laws and ensures compliance with approved financial policies, procedures, and best practices.
- Manages all Chamber personnel, including recruiting, hiring, supervision, and performance actions.
- Conducts regular staff meetings to clarify assignments, hold staff accountable, support program execution, and maintain morale.
- Performs other duties related to daily office operations as assigned by the Board

Membership

- Leads all membership recruitment, retention, and engagement efforts and maintains strong member relations.
- Oversees accurate membership record-keeping, billing, dues classification, and related financial tracking.
- Develops member outreach letters, promotional materials, and prospect lists.
- Collects and analyzes membership data to support member upgrades and strategic planning.

QUALIFICATIONS

To successfully fulfill the responsibilities of this position, the candidate should demonstrate the following:

Education

Bachelor's degree in business, public administration, communications, economic development, or a related field; equivalent experience will be considered.

- Directs follow-up with past-due members to encourage renewal.
- Prepares and maintains membership and related reports for staff, committees, and the Board (i.e., new/dropped member list, retention, new member assignments).

Communication & Public Relations

- Manages all communication with members and the general public.
- Prepares or oversees the creation of correspondence, publications, newsletters, and other official Chamber materials.
- Explores and implements new methods to engage audiences through emerging digital media technologies.
- Develops or oversees content that conveys the Chamber's views and highlights programs and activities.
- Serves as the primary media contact for the Chamber organization.
- Represents the Chamber at meetings and public events.

Community & Advocacy

- Builds and maintains strong relationships with community organizations, business leaders, and key stakeholders.
- Provides updates on issues and developments impacting the business community.
- Monitors and evaluates proposed or pending legislation affecting Chamber members, in accordance with the bylaws.

Experience

- Proven leadership or management experience, preferably in a nonprofit, business association, or community-focused organization.
- Demonstrated experience with budgeting, fundraising, and financial oversight.
- Proven track record of building partnerships with key stakeholders such as local business leaders, government officials, and civic organizations.
- Experience leading teams, managing volunteers, and coordinating committees.
- Background in marketing, public relations, or communications.
- Strong administrative and HR experience, with basic accounting knowledge.
- Proficient with office, financial, digital, and membership management technologies, with the ability to quickly learn new platforms.
- Community-focused work experience preferred.

Skills, Attributes, & Professional Characteristics

- Strong interpersonal, communication, and relationship-building skills.
- Effective, people-centered leadership with experience guiding a wide range of stakeholders.
- Proactive decision-maker and problem-solver with the ability to anticipate needs.
- Highly organized, detail-oriented, and capable of managing multiple priorities.
- Adaptable, self-motivated, professional, and committed to continuous growth.
- Culturally aware, inclusive, and respectful of diverse perspectives.
- Demonstrates integrity and empathy, maintains confidentiality, and models ethical behavior.
- Creates a collaborative, supportive work environment through clear communication.
- Passionate about advancing the Chamber's mission and promoting a strong community.

Working Conditions & Physical Demands

Ability to lift up to 50 lbs. Includes lifting, carrying, bending, pushing, and/or pulling; extended desk work; occasional exposure to extreme weather conditions; standing for long periods of time in the elements; local travel required. Remote work is not available for this position.

Job Description Modification

The Board of Directors reserves the right to revise or amend this job description as deemed necessary.

Equal Opportunity Employer

The Waynesville-St. Robert Chamber of Commerce is an equal opportunity employer in accordance with applicable federal, state, and local laws.