



JOB DESCRIPTION

Position Title: President & CEO

Updated 7/2018

Reports to: Chair of the Board

Objective:

Chief Executive Office and Administrator ultimately responsible for the overall operations of the Albany Area Chamber of Commerce. This position is designed to serve as the primary staff point person of contact for officers, Executive Committee, Board of Directors and community business leaders and strategic partners.

Responsibilities:

- Work directly with the Chair of the Board, Executive Committee and Board of Directors by maintaining and promoting the vision and mission of the Chamber to achieve the goals and objectives of the Strategic Plan.
- Develop a clear communication plan to streamline communications with members, the Board, and employees.
- Work with the Chair of the Board to ensure effective and efficient Board committee structure and operation, communicating regularly with the Board of Directors and committee leaders.
- Facilitate the planning and materials for all Chamber of Commerce meetings.
- Work with Chair of the Board to maintain and enhance Board relations and Communications.
- Serve as the face of the Chamber, actively participating in community related events, networking with the general public and potential members.
- Anticipate the political, social, and economic issues that will affect the Albany Area business community while recommending appropriate action, as may be necessary to government agencies, Chamber membership, strategic partners and the public.
- Establish and strengthen working relationships with partners on the local, regional, and state levels.
- Work with Membership Director to develop and grow the Chamber membership while working with Director of Marketing and Events to develop new events and marketing tools to increase membership.
- Provide members with value-added programs that drive membership growth and retention.
- Implement the Board-approved Strategic Plan as it relates to the Chamber operating budget and fundraising activities.
- Work with the Membership Director and Comptroller in the collection of member dues, event sponsorships and publication advertising.
- Maintain fiscal responsibility for both the short term and annual budget, and report to the Board monthly.
- Provide leadership in developing organizational and financial plans with the Board and other staff, and carry out plans and policies as authorized by the Board.
- Maintain a working knowledge of significant developments and trends in the business community, not for profit organizations along with economic and political changes that affect the business community.

- Oversee, update and make recommendations to current programs of the Chamber and work with staff to develop new programs to achieve objectives of the Chamber's Strategic Plan.
- Identify and cultivate partner organizations locally, regionally, and nationally for mutual program benefit.
- Lead a strategic planning process that positions the Chamber to effectively deal with emerging and changing business trends and needs.
- Management of Chamber staff to include hiring and termination of employees through an annual employee performance review process.

Location:

This position is located in Albany, Georgia (Dougherty County).



JOB DESCRIPTION

Updated: 7/18

Position Title: Executive Assistant to the President & CEO and Office Assistant

Reports to: President & CEO, Albany Area Chamber of Commerce

Objective:

This position is designed to provide diversified administrative/secretarial duties to President & CEO of the Albany Area Chamber of Commerce and to assist staff with administrative/secretarial tasks as needed. General office management.

Responsibilities:

- Schedule required meetings, send notices, make reminder calls, prepare agendas, transcribe minutes of meetings, prepare for distribution, prepare charts, proofread typed materials, edit and make changes.
- Maintain Chamber member lists for the Board of Directors, Executive Committee and all divisions and committees of the Chamber, as well as lists of community, state and federal leadership.
- Collate and assemble reports and documents.
- Draft, type and format letters and answer correspondence.
- Coordinate schedules and appointments for the President.
- Make travel arrangements, order tickets, make and confirm lodging and airlines reservations, and car rentals if needed for the President.
- Collect data and provide research and administrative support to special projects.
- Answer office phone, screen and direct calls. Perform receptionist duties at front desk.
- Respond to calls and visits from members and prospects. Determine urgency of situation, and refer to appropriate person to handle the situation.
- Maintain daily calendar for President.
- Maintain Chamber of Commerce records and files.
- Attend meetings as required. Participate on committees as directed.
- Assist as needed with Albany Area Chamber Foundation records, correspondence and meetings.
- Assist in the coordination of special events as needed.
- Order supplies.
- Maintain confidentiality.
- Perform other duties as assigned.

Qualifications / Skills Required:

- Fluency with Microsoft Office
- Personable
- Telephone skills
- Professional appearance
- Working knowledge of business/governmental task forces
- Working knowledge of the Albany Area
- Working knowledge of computers
- Organizational knowledge
- Some college preferred

Terms of Employment:

30 days and then annual evaluation of job performances by President & CEO

Location:

This position is located in Albany, Georgia (Dougherty County).

Specific Items for Attention:

1. Readiness to work
 - a. Punctuality (ready to work at start time)
 - b. Absence from work station
 - c. Missed days
 - d. Excessive non-work related talk, coffee breaks, or other non-authorized activities

2. Work Habits
 - a. Completes work
 1. On own initiative
 2. On time
 3. With few errors
 4. Neat
 5. Finish related details (i.e. record keeping, file, etc.)

 - b. Take Initiative
 1. To start work
 2. To set work that needs to be done
 3. On other work that needs to be done
 4. To make suggestions for improving procedures, etc.
 5. Anticipates needs

 - c. Housekeeping

1. Keep own work station & area clean and neat
2. Contribute to the orderly maintenance of the office by returning materials to their proper storage place, etc.
3. Replace or order work place stock

d. Relationship with co-workers



JOB DESCRIPTION

Updated: 7/18

Position Title: Membership Director

Reports to: President & CEO

Objective: This position is designed to be responsible for all activities related to recruiting new members and sustaining existing members of the Albany Area Chamber of Commerce and coordinating the Ambassadors program.

Responsibilities:

- Sales – Prepare membership benefit brochures, make cold calls/visits and follow-up calls.
- Present new member application and changes in membership information to front desk for entry into membership database (provide copy of new member application for Director of Sales)
- Encourage membership participation in Chamber events and committees.
- Manage Membership Retention and Collection plan including, but not limited to: Making follow up contact with current members on a regular basis to ensure renewals will be made at the appropriate time; preparing a list of new members for Board of Directors; providing detailed information on new/dropped members; and assisting with detailed billing and collection procedures; sending invoices, Web page activity sheets, and organization verification reports to the members annually at time of their renewal.
- Retention of Late Accounts – Follow up on late accounts with 90+ days phone call, and mail 30, 60, 90 day invoices.
- Manage and coordinate Member Orientation events (bi-monthly or as determined to be most impactful). This lunch is for new and existing members to meet face to face with other members, learn more about their business and how to make the most of their membership. There are six lunches annually. Coordinate quarterly Lunch and Learn programs.
- Drugs Don't Work Program – Provide members materials to enroll in program and email monthly training information.
- Insurance Programs – assist with membership benefit functions
- Manage Ambassador program (i.e. "Green Coats," "Youth Ambassadors") – Coordinate all Ambassadors activities and maintain records on participation of each Ambassador. Coordinate the Ambassador of the Year and the end-of-year luncheon.
- Ribbon Cuttings/Groundbreakings – Coordinate all ribbon cuttings and groundbreakings for Chamber members, to include notification of Ambassadors and materials needed for the event. Provide ribbon cutting information for the Chamber marketing assets. Ensure Chair of Board and President & CEO are presented to members.

- Assist with membership benefit functions such as Business After Hours, Rise N Shine Breakfast, a and other programs.
- Manage, coordinate and implement Star Business of the Week drawings.
- Working with membership committee, evaluate current member benefits and identify new programs.

Qualification/Skills Required:

- Sales/fundraising experience
- Aggressive and personable
- Ability to problem solve
- Appropriate handling of sensitive situations
- Appropriate telephone skills
- Professional appearance
- Working knowledge of the Albany Area
- Working knowledge of computers
- Organizational skills
- Some college preferred

Terms of Employment:

90 day probation period and then annual evaluation of job performance by President/CEO

Location:

This position is located in Albany, Georgia (Dougherty County).

Specific Items for Attention:

3. Readiness to work
 - e. Punctuality (ready to work at start time)
 - f. Absence from work station
 - g. Missed days
 - h. Excessive non-work related talk, coffee breaks, or other non-authorized activities

4. Positive Work Habits
 - e. Completes work:
 6. On own initiative
 7. On time
 8. With few errors
 9. Neat
 10. Finish related details (i.e. record keeping, file, etc.)

 - f. Take Initiative
 6. To start work
 7. To set work that needs to be done
 8. On other work that needs to be done

9. To make suggestions for improving procedures, etc.

10. Anticipate needs

g. Housekeeping

4. Keep own work station & area clean and neat

5. Contribute to the orderly maintenance of the office by returning materials to their proper storage place, etc.

6. Replace or order work place stock

h. Relationship with co-workers

1. Team player