

The Chatham-Kent Chamber of Commerce is currently seeking applications from qualified candidates interested in the position of *Manager of Stakeholder Relations*.

The Chatham-Kent Chamber of Commerce is a not for profit, membership driven organization that provides value to its members, connects business and leaders and supports local economic prosperity through active advocacy. With a long-standing reputation for excellence and leadership, the Chamber assists our members navigate, adapt, reach out and thrive with dynamic programs, services and initiatives designed with business success in mind. The Chatham-Kent Chamber of Commerce is the trusted advocate, voice of business and tireless champion for our members by advocating at the local, provincial and federal levels.

JOB DESCRIPTION: The Manager of Stakeholder Relations is a senior position and integral member of the Chamber team. The Manager will develop and implement approaches to member and stakeholder engagement, lead the organization in executing project-based initiatives in support of its strategic goals and will play a significant role in the Chamber's development to further the interests of current and future members. The Manager plays a key role in leading collaboration and innovation that will generate improved value for the Chamber and its members. The Manager of Stakeholder Relations will deliver a comprehensive plan to creatively and effectively market the Chamber's brand and amplify the Chamber values. The Manager of Stakeholder Relations contributes to the Chambers influence through policy development and advocacy to support our members, help grow the local economy and extend the Chambers influence beyond Chatham-Kent by connecting with provincial and federal networks in which we belong.

The selected candidate will work with our highly dedicated, professional staff and volunteer base and will have a strong business acumen, excellent communication skills and an engaging interpersonal style to contribute in delivering the objectives of the Chatham-Kent Chamber of Commerce. This individual will have frequent interactions with external and internal clients. The role involves research, writing, creative thinking, planning, managing, organizing, budgeting, analyzing and evaluating to ensure the chamber's strategic and business plan objectives are achieved and the Chamber brand upheld.

KEY ACCOUNTABILITIES:

- Foster, maintain and strengthen existing and developing member relationships
- Take lead role in business development maximizing member and stakeholder engagement and experience
- Create opportunities to leverage new and existing revenue opportunities and partnerships to achieve Chamber mandate
- Generate thoughtful and purposeful communication, of print and multi-media content, to help advise and inform members, internal and external stakeholders and various audiences
- Optimize the use of the Chamber's CRM, analyze situations and data and applying critical thinking techniques and problem-solving skills to maximize opportunities for the Chamber
- Develop, manage and execute value-add projects including managing related research, outreach, documentation, presentations and reporting
- Develop and manage membership, workshop and networking events
- Work with members and key stakeholders to ensure the accuracy and relevance of policy positions and government engagements that impact the Chamber's membership and Chatham-Kent's economic prosperity
- Collaborate with the local, Ontario and Canadian Chamber of Commerce networks on ongoing initiatives to amplify the priorities and needs of our members
- Contribute to the development and execution of annual budget, strategic plan and business plans of the Chamber
- Participate in community meetings, committees and discussions representing the Chamber as assigned by the President & CEO.
- Support the President & CEO in day-to-day operations of the organization

QUALIFICATIONS:

- A combination of education and relevant experience will be considered; post-secondary diploma or degree in business, economics or relevant field, not for profit or member focused experience would be an asset
- Exceptional time management, organizational skills and ability to prioritize in a deadline driven environment
- Highly self-motivated and able to work independently, excellent critical thinking, analytical and problem-solving skills, results oriented
- Ability to contribute as a respected team member to a healthy environment that is conducive to high morale and satisfactory interaction
- Ability to collaborate and work effectively with volunteer representation and associates; likes dealing with people
- Is visionary with ability to provide strategic perspectives and make effective decisions
- Knowledge of best practices in public relations and communications, including media, community and government relations
- Experience in policy and/or advocacy initiatives
- Impeccable written and oral communications skills and has ability to present to large and small groups of people
- Quality performance in customer service excellence
- Proficient in all Microsoft Office applications, relevant technology and CRM systems
- Knowledge of the important issues facing the business community
- Politically and culturally sensitive
- Strong morals and ethics along with a commitment to privacy
- Flexibility with regard to business hours and accepting new responsibilities
- Valid driver's license and use of reliable personal vehicle

POSITION: Permanent – Full time The Manager of Stakeholder Relations reports directly to the President & CEO.

As initiative of the organizational succession plan, it is the intent the Manager of Stakeholder Relations will, in future, assume the role of the President & CEO of the Chatham-Kent Chamber of Commerce. The President & CEO reports directly to the Board of Directors.

WORK ENVIRONMENT: This position is primarily in an office environment with a hybrid of in-office and remote work. There can be a number of varied time sensitive responsibilities which require constant prioritization. Normal working hours are weekdays, requiring occasional early morning and evening hours, and shall be considered an expectation of the terms and conditions of employment.

COMPENSATION: \$50,000 - \$55,000 / Annually, plus potential bonus opportunity. Group insurance, pension benefits and vacation entitlement are provided following a successful completion of probationary period.

The position requires use of personal vehicle in the course of performing duties for which the employee will be reimbursed for actual kilometers driven upon receipt of expense claim.

APPLICATION PROCESS: Expressions of interest, including cover letters and resumes, will be accepted until 2:00 p.m. October 13, 2021 and are to be sent confidentially to: gail@chatham-kentchamber.ca

Information provided by or about candidates for this position will be used only for the selection process. We thank all applicants for taking the time and effort to respond, however, only those selected for an interview will be contacted.

The Chatham-Kent Chamber of Commerce is committed to a diverse and inclusive workplace. We provide fair, equitable and accessible opportunities for all employees. Accommodations are available, on request, for candidates taking part in all aspects of the selection process.