



Port Hardy Chamber of Commerce  
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## **Port Hardy Chamber of Commerce | Job Description**

**Position: Executive Director**

**Reporting to: The Board of Directors**

### **Areas of Authority:**

The Executive Director holds the key leadership position in the organization. Under the authority of the Board of Directors, the Executive Director assumes complete responsibility for carrying out assigned policies and accomplishing strategic goals. The Executive Director has the authority to direct the implementation of the organization's programs and services, and is responsible for the management of all staff members and volunteers.

### **Summary of Responsibilities:**

1. Directs the day-to-day operation of the chamber
2. Implements policy
3. Directs the achievement of the board's strategic goals
4. Hires, delegates, supervises, evaluates and releases staff
5. Attends all board meetings and is an ex-officio member of all committees
6. Acts as a consultant to the board and its committees

### **Key Responsibilities:**

#### **1. Policy Management**

The Executive Director:

- Has a good working knowledge of the board governance model
- Administers the day-to-day operations of the organization
- Directs the staff's implementation of policy

#### **2. Strategic Planning**

The Executive Director:

- Conducts both an internal and external environmental scan to identify emerging issues that affect the organization. The internal scan brings to the board's attention issues arising from within the organization, such as the increased need for technological resources. The external scan identifies issues that may have an impact on the organization, such as a change in provincial funding policies.
- Works with the board to develop specific organizational goals and outcomes, under the direction of the board of directors' strategic plan
- Sets program and service goals through the development of an annual business plan
- Identifies the required resources to achieve the goals
- Communicates with key stakeholders to identify the changing needs and conditions of the community that is served by the organization
- Considers the impact of several alternative plans to address the changing conditions

### 3. Visioning

In cooperation with the Board of Directors, the Executive Director:

- Participates in the creation of an organizational vision
- Develops programs and services that work towards the vision, within the policy guidelines set by the board

### 4. Leadership

The Executive Director:

- Works in collaboration with staff, and relevant community agencies and groups, to accomplish objectives and to fulfill responsibilities
- Encourages team-building by facilitating open communication and positive working relationships with staff
- Establishes control and follow-up mechanisms for the organization
- Works with the board to make the chamber a leader in the community

### 5. Program Management

The Executive Director:

- Facilitates the research, planning, development, implementation, and evaluation of programs and services
- Makes sure that programs and services meet the board's policy guidelines, and reflect the board's priorities
- Supervises the implementation of the organization's programs and services
- Supports board committees as needed, while refraining from doing the work of the committees

### 6. Personnel Management

The Executive Director:

- Interprets board policy decision to staff
- Hires, directs, supervises, evaluates and releases staff
- Trains and motivates staff
- Sets clear, results-oriented goals, with realistic and measurable outcomes
- Supports goal achievement, and coaches and monitors performance
- Performs annual reviews for each employee
- Assists individuals in developing the necessary skills to be successful within the organization
- Supports and encourages staff initiatives
- Provides regular, appropriate, and constructive feedback
- Supervises the recruitment, selection, orientation and training of volunteers

### 7. Financial Management

The Executive Director:

- Prepares the annual operating budget
- Implements the board's policies for the allocation and distribution of resources
- Maintains sound bookkeeping procedures
- Provides the board with regular statements of revenues and expenditures
- Administers the funds of the organization, according to the budget approved by the board

### 8. Risk Analysis

To keep the board informed about the organization, the Executive Director:

- Evaluates, in broad-based terms, the potential assets and liabilities of a project, proposal or strategy
- Makes sure that both risks and opportunities have been identified and evaluated
- Assesses potential threats to the organization's image
- Assesses risks to the organization's financial security and growth

## 9. Public Relations Management

The Executive Director:

- Promotes community awareness of the organization's mission and aims
- Participates in networking and community relations activities on behalf of the organization
- Builds strong working relationships with others, both inside and outside the organization and enlists their support for accomplishing tasks
- Acts as an advocate for the organization and its programs in the community
- Works with key external funding opportunities
- Facilitates a communication plan that informs the community of the activities and direction of the organization
- Seeks public speaking opportunities
- Supervises the membership recruitment campaign

## 10. Executive Director's Performance

The Executive Director:

- Cooperates with, and participates in, the performance appraisal process
- Assists in the assessment of outcomes
- Recommends change when necessary
- Informs the board of directors about situations that affect the Executive Director's ability to meet his/her goals.

## 11. Executive Director's Performance Evaluation

The Executive Director is evaluated by the Board of Directors on an annual basis based on the following criteria only:

- Compliance to policy
- Achievement of, or progress towards, goals set out in the strategic plan
- Other specified expectations, outlined in writing and within a reasonable timeframe