

**The Chamber of Southern Saratoga County**  
**Position Description**

**Title:** President  
**Reports to:** Board of Directors

**Job Summary:** The President shall be responsible for the daily operation of the Chamber including member development, planning and implementation of programs for the benefit of Chamber members, strategic planning, public relations, and financial management. The President works with the Board of Directors to create a shared vision for the Chamber as well as the ongoing development and implementation of that vision.

**A. Credentials:**

**I. Education & Experience**

- Bachelors Degree required; advanced degree desirable.
- Executive leadership experience required; Chamber of Commerce executive leadership experience preferred.

**B. Leadership Behavior Competencies**

**I. Leadership Effectiveness**

- Demonstrates honesty, integrity, keeps commitments, and behaves in a consistent manner.
- Shares thoughts, feelings and rationale so that others understand personal positions.
- Listens to others and objectively considers others' ideas and opinions, even when they conflict with one's own.
- Treats people with respect and fairness: gives proper credit to others, stands up for deserving others and their ideas even in the face of resistance and challenge.
- Encourage and influences subordinates in a positive manner.
- Gains the support of others in order to get the job done efficiently.
- Clarifies expected behaviors, knowledge, and level of proficiency by seeking and giving information and checking for understanding.
- Gives timely, appropriate feedback, reinforces efforts and progress.
- Develops a climate of trust with members, staff, board and community.

**II. Communication**

- Makes points effectively.
- Understand and interprets information given to him/her.
- Establishes good relationships with members, staff, board, community, and media and is able to communicate well with them.
- Speaks effectively in individual and group situations.
- Listens actively; Writes clearly.
- Takes responsibility for facilitating information exchange.
- Communicates clearly; avoids vagueness and mixed messages.

### **III. Engagement**

- Recognizes when a decision must be made and acts in a thoughtful and timely manner. Deals effectively with ambiguity and learns from success and failure.
- Conducts oneself in a positive, enthusiastic, energetic and open minded way.
- Presents oneself in a proper/professional image.
- Creates and maintains an environment that naturally enables all participants to contribute to their full potential.
- Acknowledges and respects cultural differences, establishes relationships with and learns more about people of other cultures and backgrounds.
- Celebrates differences through team building, promotes increased diversity through recruitment and development of individuals from various backgrounds, and confronts inappropriate behavior from others.

### **IV. Member/ Community Focus**

- Cultivates member and community relationships and ensures that the member and community perspective is the driving force behind all value-added activities.
- Seeks information to understand member and community circumstances, problems, expectations and needs.
- Takes action to meet member and community needs and concerns.

### **V. Teamwork**

- Utilizes appropriate methods and interpersonal styles to develop, motivate and guide a team toward successful outcomes and attainment of business goals.
- Works to develop partnerships and teams across organizational boundaries if appropriate.
- Works collaboratively with team members to establish performance objectives necessary to achieve objectives.
- Works with and involves team members in clarifying the team roles and responsibilities needed for success.
- Looks for and capitalizes on opportunities to motivate, celebrate, and reward successful team performance.
- Stays close to team performance and helps to keep the team on track; facilitates adjustments when necessary.
- Offers teams own personal time as able and assists in overcoming barriers; provides ongoing feedback and appropriate guidance.
- Promotes team and regional environment and the philosophy to work cooperatively together to solve problems.

## **C. Leadership Performance Competencies**

### **I. Financial Resource Management**

- Meets all responsibilities related to managing financial resources.
- Identifies financial opportunities for products/activities that reduce expenses, increase revenue or improve services.
- Meets Chamber expenses and revenue targets.
- Anticipates operational needs, successfully adjusts, to achieve goals.
- Ensures that actual expenses are at or below operating budget.

### **II. Human Resource Management**

- Accomplishes tasks/responsibilities through the effective and efficient management of people including staffing, on-boarding, training, performance management, and recognition.
- Demonstrates understanding of labor and legal issues by effectively dealing with employee relations issues.
- Monitors staff retention and implements retention initiatives as needed.
- Selects and retains an excellent workforce within an environment that values diversity and respects individuality. Promotes continuous learning and the development of self and others to achieve maximum potential.
- Provides professional development for staff to perform their job well.
- Applies policies and procedures consistently to all employees in a fair and consistent manner.

### **III. Quality Management**

- Uses appropriate measures to study data and interpret findings.
- Accurately monitors process and tasks from a quality perspective.
- Ensures high quality by monitoring job processes, tasks and work initiative.
- Initiates action to correct quality problems/challenges and/or notifies others of quality issues as appropriate.

### **IV. Technical/Professional Knowledge**

- Keeps up with current developments and trends.
- Demonstrates understanding of technical/professional terminology and developments.
- Persistent in his/her approach to follow up and sees a situation through to the end.
- Able to effectively evaluate situations.
- Prepares appropriate and logical action plans to solve problems.
- Develops contingency approaches to problems.
- Works in a disciplined and systematic manner to achieve goals.
- Successfully manages multiple priorities at one time.
- Assimilates and synthesizes information rapidly, recognizes the complexity in issues, challenges assumptions, and faces up to reality.

