

MARION COUNTY DEVELOPMENT PARTNERSHIP (MCDP) – CHAMBER DIVISION DIRECTOR

Position Title: Chamber of Commerce Director

Employment Status: Full-Time

Classification: Exempt

Reports To: President / Economic Development Director

Work Location: Marion County Development Partnership; travel throughout county as needed

Salary/Benefits: Commensurate with experience and qualifications

The MCDP:

Our Purpose

To strengthen Marion County through responsible growth, strategic investment, and strong partnerships so businesses succeed and people enjoy a high quality of life.

Our Vision

A prosperous, resilient, and vibrant community where businesses thrive and people choose to live, work, and visit.

Our Core Values

Stewardship

Advancing responsible growth and improving quality of life for Marion County through thoughtful use and development of our community's resources.

Service

Putting our members, partners, and community at the center of everything we do.

Respect

Building a culture of trust, professionalism, and value for every person.

Excellence

Doing every job well — large or small — with care, accountability, and pride.

POSITION SUMMARY

The Chamber of Commerce Director provides leadership and day-to-day management for the Chamber division within The Marion County Development Partnership, serving Marion County, Columbia, and surrounding communities. The Chamber Director is responsible for delivering high-quality membership services, strengthening member relations, expanding membership, and planning Chamber programs that support local business success.

This position is primarily focused on membership relations and member services, with additional responsibility for tourism promotion, community events, small business services, marketing/communications, and public relations. The Chamber Director serves as a key ambassador for the organization and works closely with local businesses, civic groups, tourism partners, and community stakeholders to promote a positive business climate and community vibrancy.

ORGANIZATIONAL STRUCTURE

The Chamber of Commerce operates as a division/branch of a broader county partnership organization. In this model:

- The President/ Economic Development Director serves as the senior executive leader for the organization, providing organizational oversight and guiding major partnership initiatives (including economic development strategy and primary executive management).
- The Chamber of Commerce Director serves as the lead staff member for the Chamber division and is responsible for Chamber operations, membership recruitment/retention, and delivery of member value and benefits.
- The Chamber Director works in coordination with the President/ED Director and the organization's Board of Directors to ensure Chamber goals align with the overall mission and strategic direction of the partnership organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

A. MEMBERSHIP SERVICES & MEMBERSHIP DEVELOPMENT (PRIMARY)

1. Member Service Delivery

- Serve as the primary point of contact for Chamber members.
- Build strong, ongoing relationships through consistent communication, site visits, and direct engagement.
- Respond promptly and professionally to member inquiries and service requests.

2. Membership Retention

- Maintain regular contact with members to ensure satisfaction and identify needs.
- Strengthen engagement through programs, promotions, and meaningful opportunities for involvement.
- Track membership participation trends and implement strategies to retain members year-round.

3. Membership Recruitment

- Implement proactive membership recruitment strategies and campaigns.
- Communicate clearly the value of membership, benefits, and services.
- Manage onboarding of new members and ensure members are quickly connected to Chamber resources.

4. Member Benefits & Sponsorships

- Develop and maintain member benefits that create measurable value for local businesses.
- Coordinate sponsorship packages, donor engagement opportunities, and member support programs.
- Maintain accurate records of membership status, benefits, sponsorships, and participation through the organization's CRM software (GrowthZone).

B. CHAMBER PROGRAMS, MEMBER ENGAGEMENT

- Plan and coordinate Chamber programs and events that support member networking and community visibility, including:
 - *Ribbon cuttings and business recognitions*
 - *Networking events / Business After Hours*
 - *Membership meetings*
 - *Annual banquet and awards*
 - *Annual Christmas Parade*
 - *Other programming and initiatives assigned by leadership*
- Coordinate sponsorships, logistics, volunteer support, member business relations, and marketing for programming.
- Ensure programs are well-run, financially responsible, and aligned with membership value.
- Lead the MCDP Ambassadors through planning and executing activities to promote a culture reflecting the organization's core values.

C. MARKETING, COMMUNICATIONS & PUBLIC RELATIONS

- Develop and maintain consistent communications, which may include:
 - *newsletters and member announcements*
 - *press releases and community updates*
 - *website updates (as assigned)*
 - *social media postings*
 - *event promotions*
 - *personal visits to businesses and members*
- Promote Chamber members through spotlights and member-driven marketing initiatives.
- Serve as a professional ambassador for the Chamber, representing the organization at meetings and community events.

D. SMALL BUSINESS SUPPORT SERVICES

- Serve as a resource connector for small businesses by providing information, referrals, and program support.
- Coordinate trainings, workshops, or informational sessions (as feasible) related to:
 - *marketing*
 - *customer service*
 - *workforce topics*
 - *technology/business tools*
 - *tourism readiness and visitor experience*
- Identify recurring business concerns and communicate needs/themes to the President/ED Director and Board.

E. TOURISM PROMOTION, COMMUNITY MARKETING & EVENTS

- Promote local tourism in collaboration with partners and the President/ED Director, emphasizing:
 - *local shopping and dining*
 - *heritage/history*
 - *recreation/outdoor amenities*
 - *special events and festivals*
- Support visitor services, tourism messaging, and community branding efforts.
- Coordinate sponsorships, logistics, volunteer support, vendor relations, and marketing for events.
- Ensure events are well-run, financially responsible, and aligned with membership value.
- Encourage increased visitor traffic and positive community perception through consistent outreach and promotion.
- Collaborate with and/or lead the Tourism Action Team, and other Special Events Coordinating Teams to plan and execute activities that promote and align with the core values and purposes of MCDP

F.. ADMINISTRATION, REPORTING & COORDINATION

- Maintain accurate Chamber records including membership database, sponsorship files, program results, and event documentation.
- Provide regular reports to the President/ED Director and Board/committees, including membership updates, program metrics, and accomplishments.
- Assist with budget planning and ensure programs operate within approved financial guidelines.
- Support Board meeting preparation (as requested), including compiling reports and relevant documentation.
- Perform other duties as assigned to support organizational priorities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent customer service and relationship-building skills
- Strong organizational and time-management abilities with attention to detail
- Effective written and verbal communication skills
- Ability to represent the organization professionally in public settings
- Experience or aptitude for event coordination and sponsorship development

- Ability to work independently and proactively while coordinating with executive leadership and board governance
- Basic competence with office technology and software (email, Word, Excel, database/spreadsheets, social media tools)

EDUCATION & EXPERIENCE REQUIREMENTS

Minimum Education & Experience Requirement: Associate's degree or some college coursework, combined with a minimum of five (5) years of progressively responsible experience in business development, membership services, marketing, community relations, nonprofit management, or a closely related field. Relevant professional experience may be considered in lieu of formal education requirements.

Preferred Education & Experience: Bachelor's degree in Marketing, Business Administration, Communications, Public Relations, Economic Development, Tourism Management, Nonprofit Management, or a related field, combined with experience in a chamber of commerce, economic development organization, tourism agency, membership-based association, or similar community-focused role.

Preferred Experience:

- Experience with a Chamber, tourism organization, nonprofit, or membership-based organization
- Marketing/communications background
- Event planning and sponsorship coordination experience
- Familiarity with rural community engagement and small business needs

WORK EXPECTATIONS

- Work is primarily performed in an office/community environment with frequent local travel.
- Evening and weekend work will be required periodically due to events, meetings, and tourism/community activities.
- Must maintain a professional appearance and demeanor suitable for a public-facing leadership role.

This is a full-time, office and community-based role with occasional evening and weekend hours for events and meetings. Local travel throughout Marion County is expected. Selected candidates are subject to background checks and drug testing, both at the time of hire and at random during employment.

DISCLAIMER:

This job description is not intended to be an all-inclusive list of duties, responsibilities, or requirements. Duties may be modified or added as necessary to meet organizational needs. Employment is at-will unless otherwise specified by written agreement and applicable policies.

Online application here: <https://form.jotform.com/261555428147057> or pdf available [here](#).