



***The Burlington Chamber of Commerce is currently seeking applications from qualified candidates interested in the position of***

## **Director, Business Development and Member Services**

The Burlington Chamber of Commerce (BCC) provides value to its members through active advocacy, connecting leaders and creating opportunity. The Chamber is the voice of business in Burlington and advocates at the local, regional, provincial and federal levels on behalf of 900 companies representing 30,000 employees.

For more than 70 years, the BCC has been the trusted advocate and tireless champion for local businesses. With a long-standing reputation for excellence and leadership, BCC continually generates opportunities to connect people by bringing life to business. Doing so provides a vehicle for success for its members and the future of Burlington's business community.

The Burlington Chamber of Commerce seeks an experienced individual for the position of Director, Business Development and Member Services. This position requires an ambitious and energetic leader to help us deliver value to our membership base and to maximize revenue generating opportunities for the Chamber. You will play a key role in creating and executing on an effective business development strategy and ensuring that members enjoy a high-quality customer experience throughout every step of their membership journey. The goal is to drive sustainable financial growth, deliver real value to our membership and forge strong relationships with key partners across the community.

Preferred candidates will have demonstrated experience in developing business solutions, revenue generating strategy, managing client accounts, leading value-added customer experiences and relationship building.

The selected candidate will work with our highly dedicated, professional staff and volunteer base and have a strong business acumen, excellent communication skills and an engaging interpersonal style in order to carry out the strategic objectives of the BCC.

### **APPLICATION PROCESS:**

Expressions of interest including career profiles will be accepted until February 10, 2020 at 4:30 p.m., and should be sent confidentially to [info@burlingtonchamber.com](mailto:info@burlingtonchamber.com).

*Information provided by or about candidates for these positions will be used only for candidate selection. We thank each applicant for taking the time and effort to respond; however only candidates to be interviewed will be contacted.*

## **Position Description**

**Title:** Director, Business Development and Member Services

**Reports to:** President & CEO

**Location:** Burlington Chamber of Commerce, 414 Locust Street, Burlington, Ontario L7S 1T7

**Direct Reports:** 1

### **Position Summary:**

The Director, Business Development and Member Services will be principally responsible for expanding business and revenue generating opportunities with existing and new partners that will allow the organization to achieve its mandate and strategic objectives. This role will also be responsible for helping to define the customer journey and delivering a high-quality and meaningful customer experience underpinned by value-added service delivery to current and prospective members of the Chamber.

The Director, Business Development and Member Services will also provide insight and input to inform strategic marketing and communications and operations planning with the leadership team, setting objectives and identifying methods to reach those goals.

### **Key accountabilities:**

- Managing current revenue streams and identifying new sources of revenue, conducting market research, developing the business strategy, and overseeing execution of the plan;
- Developing in-depth knowledge of Chamber offerings to identify profitable business opportunities for members and partners;
- Cultivating lasting relationships with members and partners to grow loyalty;
- Managing regular contact with current and prospective members, always ensuring an effective line of communication to support membership strength and growth;
- Working with members and partners to understand their business needs and goals;
- Designing responsive, innovative and value-added service delivery models to support the customer journey;
- Developing ways to improve the customer experience and build brand loyalty;
- Attending external events to develop business leads and strengthen stakeholder relationships;
- Delivering monthly business development progress reports on the status of revenue streams; progress to plans, and roadmaps for reaching financial and membership targets.

### **Position requirements**

- Bachelor's degree in Business Administration, Marketing, Finance, or related field
- Minimum 7 – 10 years experience in business development, sales, client management and/or marketing; experience in a non-profit or membership focussed organization would be an asset
- Track record of effective and strategic decision-making in a fast-paced environment
- Demonstrated ability to collaborate and to motivate team members to exceed expected goals
- Proficient in all Microsoft Office applications and relevant technology/CRM systems
- Excellent analytical, problem-solving, and decision-making skills
- Exceptional leadership and time management skills
- Effective communication and negotiation skills
- Strong business acumen
- Detail-oriented and persuasive