



Bringing life to business

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

Director, Strategic Communications and Stakeholder Relations

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, Strategic Communications and Stakeholder Relations. This position provides leadership to the organization's integrated communications and stakeholder engagement efforts through teamwork, consultation, strategic thinking and creativity. The Director is an integral member of the leadership team who will play a key role in strategic internal and external communications, marketing, planning, implementation and evaluation.

A trusted advisor to the leadership team, the Director recommends corporate strategies and coordinates efforts to support operational communications and stakeholder relations. The Director leads corporate communications projects and marketing initiatives to advance strategic priorities, staff and community engagement, and develops project-based strategies to meet organizational objectives in support of our strategic goals.

Preferred candidates will have experience developing, implementing and measuring complex strategic communications strategies, as well as leading issues management. Experience with stakeholder relations and engagement and advocacy efforts are also essential.

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.

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, Strategic Communications and Stakeholder Relations

Reports to: President & CEO

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

Direct Reports: 1

Position Summary:

The Director, Strategic Communications and Stakeholder Relations is principally responsible for leading the Chamber's communications and stakeholder engagement functions, the development of multi-faceted communications and stakeholder engagement strategies and tactical plans, and for achieving consistency of messaging in line with the BCC's mandate, strategic priorities and brand objectives. The Director will play a key role in managing the Chamber's relationships with the public, media, membership and other relevant stakeholders and community partners to build positive relationships, increase the BCC's profile and support the organization's advocacy efforts. The Director works with all staff to ensure that the BCC's communications, marketing and advocacy efforts, and all related collateral, are high quality, effective and consistent with our overall brand and reputational objectives.

Key accountabilities:

- Creating and conveying the organization's internal and external communications through both strategy and accompanying tactical plans;
- Maximizing member and stakeholder engagement and connectivity supported by thoughtful and purposeful communication;
- Building a strong and reputable outlook on the organization, and sustaining our organizational brand and reputation to ensure member satisfaction and a positive public image and perception;
- Maintaining effective relationships with the media so the organization is positively portrayed (news releases, marketing campaigns, events, etc.);
- Creating and maintaining positive relationships by liaising with the public, the business community, government, key associations, community partners and other stakeholders;
- Managing social media presence (content, responses, etc.), digital marketing and advocacy campaigns;
- Analyzing situations and data, and applying critical thinking techniques and problem-solving skills, to maximize opportunities for the Chamber;
- Fostering strong business bonds and relationships between internal and external stakeholders and members to support the Chamber's advocacy mandate.

Position Requirements:

- A bachelor or graduate degree in Communications, Public Relations or related field
- A minimum of 7 years of relevant professional experience; experience in a non-profit or membership focussed organization would be an asset
- Ability to provide strategic perspectives
- Impeccable written and oral communications skills in English
- Ease with all relevant technology and CRM systems
- Ability to handle multiple priorities and make effective, strategic decisions in a fast-paced environment
- Broad knowledge of best practices in public and stakeholder relations and strategic communications, including media, community and government relations, and advocacy
- Superior leadership and time management skills, with outstanding planning and organizing skills
- Self-reliant, excellent critical thinking and problem-solving skills, results oriented
- Ability to collaborate and lead complex projects and high-functioning teams