

DIRECTOR OF PARTNER DEVELOPMENT POSITION DESCRIPTION

The Director of Partner Development will report to the President & CEO and be responsible for recruitment, retention, and involvement of the partnership of the Texarkana Chamber of Commerce, Inc. (Chamber). The responsibilities will include, but are not limited to:

BASIC REQUIREMENTS:

- College Education – degree preferred
- Valid driver's license
- Sales experience
- Experience with Microsoft Office Suite
- Strong communication skills in many methods
- Ability to compose written communications and conduct verbal communications
- Passage of a background check

PARTNER DEVELOPMENT:

- Maintain office hours at the Texarkana USA Regional Chamber of Commerce building as agreed to with the President of the Chamber.
- Establish jointly with the President, yearly measurable goals of performance of position requirements.
- Demonstrate ability to present and discuss in a positive business manner all relationships whether person, communication and all social media.
- Create, implement and revise as necessary a Partnership Development Plan that advances the interests of the Chamber and its partners, and which may include but not be limited to the other responsibilities listed in this Position Description;
- Provide professional and friendly customer service as the main point of contact to the entire Chamber partnership;
- Be principally responsible for partnership recruitment;
- Identify event opportunities, coordinate and participate with the Events and Marketing Director the production of high quality events that enhance partnership development;
- Coordinate and facilitate Chairman's Club requirements;
- Communicate effectively with current partners via media strategies, or personal visit;
- Supervise and assist with maintenance of the Chamber partner database in all areas including, but not limited to: general partnership information, Chamber committees, and events information;
- Take anecdotal notes regarding contact with Chamber partners in the Chamber database;
- Create, coordinate, and implement annual update forms from the partnership;
- Create, coordinate, and implement new programs and partnership benefits that align with partnership needs;
- Responsible for partnership engagement in all events and programs;
- Principal responsibility for partner investment collection
- Participate with the Events and Marketing coordinator in obtaining sponsorships for all events and programs and managing the revenue targets for partner activities and events;
- Build and maintain a working relationship with other area Chambers of Commerce;

- Work collaboratively with the Event and Marketing Coordinator, Director of Business Retention and Expansion, as necessary;
- Develop content and ideas for distribution by Events and Marketing coordinator regarding partnership development and engagement;
- Participate as staff advisor to the Greater Texarkana Young Professionals;
- Participate as staff advisor to the Chamber Ambassador Program
- Provide support to the President/CEO and all other departments as necessary;
- Provide support to board members, particularly the Executive and Finance Committee members as may be needed for them to properly execute their official duties;
- Follow additional requirements as presented in the current and future updates to the personnel policy and procedure manual as approved by the Board of Directors of the Texarkana USA Regional Chamber of Commerce.
- Proof all correspondence before being presented to the President/CEO.
- Other duties as assigned.

EMPLOYEE EXPECTATIONS

As an employee of the Texarkana Chamber of Commerce, your participation is important for the success of the organization as well as the success of the entire team. Your participation requires more than just a check off of action steps. It requires the meeting of many elements within the Chamber mission and relationships. As an employee it is important for you to know what is expected from you in the performance of your tasks. The following is a list of general expectations

To be an active and contributing member of the Chamber Team, you are expected to do the following:

- Arrive on time and leave on time. Recognizing our hours of office operation is 8:00 am to 5:00 pm., Monday through Friday.
- Always maintain proper business dress while at the workplace and attending functions and activities of the Texarkana Chamber of Commerce
- Maintain a drug free lifestyle to positively represent the organization and the community
- Time spent during the day and at the workplace needs to be focused on tasks to complete chamber goals and mission
- Complete all tasks on time in a manner to properly represent your work ability and skills
- Contribute solutions to challenges instead of creating challenges for others to solve
- Provide a team approach demonstrated by working well with the other members of the Chamber Team to complete tasks in a timely and efficient manner
- Always maintain a neat and orderly personal office space to demonstrate direction and skill of organization
- When using shared work space in the office, it shall be kept in order after use.
- Understand we are a membership trade organization composed of members who expect high levels of excellence in what we say and do in maintaining a positive business environment with a pro-business attitude
- Understand and actively practice a member engagement program in all activities and programs
- To understand and follow the line of responsibility in organizational management in the workplace



- Maintain an atmosphere of respect and decorum within and outside the direct Chamber employment area towards fellow employees and members

The following are the expectations relevant to your position. As an employee it is important for you to know what is expected from you in the performance of your tasks. The following is a list of specific expectations:

- Recruit and utilize a committee of volunteers from the membership to assist in membership growth and retention
- Increase recruitment of new members into the Chamber and encourage their further investment in all programs
- Increase the retention rate of members by investigating their needs and reasons for possibly not renewing their membership and share their reasons to outline a strategy of addressing the needs and reasons
- Investigate additional services which can be utilized in the recruitment and retention of members
- Hold a member orientation quarterly to share with new members the many services available to them and how they can be utilized.

Texarkana Chamber of Commerce, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Texarkana Chamber of Commerce, Inc. will provide reasonable accommodations to qualified individuals with disabilities and encourages employees and prospective employees to discuss needed accommodations with the appropriate Chamber representatives.