

**LIMA/ALLEN COUNTY CHAMBER OF COMMERCE
EXEMPT JOB DESCRIPTION**

Job Title: Manager of Programs/Operations

Reports to: President/CEO and Supervises Program Coordinator

A. GENERAL SUMMARY AND PURPOSE

Responsible for a variety of duties pertaining to the development, planning, and successful implementation of major events put on by the Chamber. This includes fiscal responsibility, volunteer coordination, marketing and creating a team orientated approach with other staff to plan and implement successful programs and meet the changing needs of our members in a fast-paced environment.

B. RESPONSIBILITIES

- Oversee current programs to meet the needs of the membership and assure their profitability. This will include duties such as marketing the event, securing sponsors and coordinating event details such as food, speakers, volunteers, entertainment, decorations, prizes, budget, and facility needs.
- Must possess the proven ability and experience in planning and budgeting for major events. A strong command of spreadsheets and budgeting concepts is vital. Responsible for keeping the events on-budget, for both income and expenses, and supervise and direct all sponsor sales activities. Supervise the Program Coordinator and ensure a smooth workflow and take a cooperative and accommodating approach with vendors, media, sponsors, volunteers, members, and event guests.
- Make extensive contact with Lima/Allen County business members requiring knowledge of the Allen County business community. Effective verbal communication skills and excellent organizational skills to coordinate multiple projects in a timely manner are required.
- Develop and meet the annual budget of assigned programs. Monitors the progress of assigned programs and initiatives to ensure that stated objectives are met on-budget and as scheduled.
- Develop goals for each event and coordinate with appropriate staff. Complete program evaluation after events to determine effectiveness and profitability. Continually evaluate and enhance Chamber programs to increase member involvement, program revenue, and maintain customer satisfaction.
- Establish timeline for programs for future reference to ensure deadlines and planning needs are accomplished. Committee minutes must be kept current and included with timeline and program records.
- Plan and coordinate the activities of the Lima Young Professionals. Collaborate with the leadership board and various committees in planning monthly programs, marketing, and coordinating program details.

- Work with Chamber President to develop, organize and coordinate a variety of community projects and initiatives focused on advancing the community development priorities as established in conjunction with the President/CEO and within the strategic goals of the Chamber
- Responsible for coverage of a Leads Network group.
- Provide assistance and support to work collaboratively with the President/CEO and other members of the Chamber staff. Responsible for a broad range of organizational and professional duties required to ensure the Chamber's ability to achieve its mission and objectives on behalf of its members, the community and the organization itself.

C. QUALIFICATIONS/SKILLS REQUIRED

- Ability to communicate effectively in a professional and tactful manner, both verbally and in writing, along with excellent negotiation skills.
- Strong people skills, especially when dealing with volunteers and Chamber members.
- Ability to work independently and effectively handle a variety of operations in a fast paced, ever changing environment.
- Strong computer skills relative to social media, marketing, and sales as well as proficiency in MS Word, Excel, Outlook & PowerPoint.
- Possessing strong knowledge of Lima/ Allen County and having connections to area Businesses & Community Leaders is a plus.
- Capable of handling 40lbs. of weight.

D. KNOWLEDGE REQUIRED

- Associates degree required, Bachelor degree or greater preferred.
- Experience in business, sales, marketing and event planning with fiscal management is required.

E. CONTACTS WITHIN/OUTSIDE THE COMPANY

INTERNAL: Chamber Staff

EXTERNAL: Business Leaders & Membership, Committees, Volunteers & Board of Trustees, Lima Young Professionals, Center for Business Services Partners - Economic Development, Convention & Visitors Bureau, College Access, Allen/Lima Leadership, and Downtown Lima

F. OTHER JOB REQUIREMENTS

- Position may require a rather limited amount of out-of-town travel. The Chamber covers all business travel expenses on these instances.
- Provide own transportation (the Chamber does reimburse employees for mileage incurred), a valid Ohio Driver License, sufficient current automobile insurance, and their own mobile phone.
- This demanding full-time position may require a schedule that is flexible enough to allow for meetings and events outside of normal business hours. Occasionally it will require extra hours to ensure successful events and projects.
- Understand the importance of flexibility pertaining to duties and willingness to take on new tasks with an 'out of the box' approach.