

TEXARKANA USA REGIONAL CHAMBER OF COMMERCE

Director of Business Retention & Expansion

GENERAL PURPOSE: assisting and supporting existing business in our region, maintaining and managing a volunteer base to work in conjunction with Texarkana USA Regional Chamber of Commerce economic development program. This individual works cooperatively with resources and regional partners to grow and promote existing businesses in our communities and manages projects which are the outcome of this work. This position reports directly to the Chief Executive Officer of the Texarkana USA Regional Chamber of Commerce.

REPORTS TO: Chief Executive Officer of the Texarkana USA Chamber of Commerce

PRINCIPAL DUTIES AND RESPONSIBILITIES

(Majority of duties performed, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

- Provides regular contact with local businesses as well as serving in an ombudsman capacity to resolve business challenges, facilitate business expansion, and assists in developing relationships to retain business in the region.
- Organizes and maintains programs to survey, inventory and support local businesses. Seeks out existing/expanding businesses and offers appropriate resources of the Chamber and its allies.
- Supports the Chamber's efforts and programs to assist local businesses. Provides consultative expertise with businesses as requested, utilizing Chamber resources and partner network. Responsible for the management of projects created through BR&E visits with regional companies, working cooperatively with regional economic development and resource partners.
- Maintains contact with local elected officials and key government staff members; maintains a detailed understanding of local government structures and procedures, especially the boards and authorities which govern development. Coordinates advocacy as appropriate for business clients with staff and before the appropriate board and authorities as issues arise.
- Organizes and manages ad-hoc staff of volunteers as assigned that are created to study various business and development issues. Prepares final product and markets/disseminates results to appropriate audiences.
- Organizes, facilitates and stages events related to business retention and expansion as needed.

KNOWLEDGE, SKILLS and ABILITIES:

(Minimum education, experience, technical, and communication skill levels, and licenses/certificates normally required to perform the duties of this position.)

- Excellent analytical and organizational skills
- Excellent interpersonal skills, including public speaking
- Extensive written and verbal communication skills
- Working knowledge of PC, Microsoft Word and industry software, email, database, etc.
- Mature approach in working with business professionals
- Ability to work with volunteer leadership at a professional level
- Working knowledge of financial analysis techniques, reports, business plans, etc.
- Knowledge of Chamber of Commerce functions and programs
- Extensive experience in working with volunteers
- Possesses comfort in dealing with and interviewing people
- Possess responsibility for maintaining confidentiality when necessary to assist in local development activities

- Comprehension of survey information to identify specific needs of companies and ability to establish strategies to meet identified needs
- Ability to identify appropriate resources to meet needs and can connect individuals
- Ability to develop appropriate surveys and interview outlines to determine areas to be addressed

This level of knowledge is normally acquired through completion of a Business Degree in Business or related field and 3-5 years experience is preferred.