



President & CEO Job Description

Greater Bentonville Chamber of Commerce

Position: President & Chief Executive Officer (CEO)

Reports to: The Executive Committee & The Board of Directors

Function: The CEO is the chief executive and administrative officer of the organization. The CEO is responsible to the board of directors for the full range of the Chamber's activities and strategic initiatives; coordination of the program of work; organization structure and procedures; overview and implementation of the strategic planning process and plan; leading and motivating staff and volunteers; oversight of the income and expenditures; employing, supervising and developing staff; supporting membership growth; upkeep of the facility; interpretation of policy; long term planning & organization development and success.

Overview: The CEO must be a dynamic, passionate and strategic leader who will ensure the future vitality, development, impact and relevance of the Chamber. The Chamber is foundational to building a strong local economy and developing, strengthening and protecting the business community. Some of the services provided are: economic development; advocacy and action; networking opportunities; community connections; a conduit to resources and information; and advancing annual high profile events and programs.

Responsibilities:

Strategic Direction:

- In partnership with the Executive Committee, BOD and staff lead a strategic planning process to define the immediate, mid and long-term strategic plan for the Chamber.
- Facilitate and develop the successful implementation of the vision, mission and strategic and operational plans.
- Work with the BOD and staff to identify challenges, needs, issues and priorities and develop plans to meet them alongside evaluating the effectiveness and progress made toward the goals.

Board and Executive Committee Relations:

- Build and maintain strong relationships and open communication with the Executive Committee and the BOD.
- Maximize and leverage strong Board relationships and engage Board members.
- Collaborate and provide counsel to the Board and committees regarding public policy, programs, and other key initiatives.
- Maintain regular communications with the Chairman and Executive Committee members. Plan and organize Executive Committee and BOD meetings on a regular basis.

[Greater Bentonville Area Chamber of Commerce](#)

702 SE 5th St, Suite 40 | Bentonville, AR 72712

479.273.2841

[#BecauseBentonville](#)



Community Leadership:

- Serve as a community leader, collaborator, and alliance builder to ensure a vibrant economic environment and high quality of life for the business and resident community.
- Act as a visionary and strategic 'open front door' to Bentonville and the region for members, investors and community partners.
- Maintain close ties with other entities, groups, and local officials in the community and advise on developments affecting the business community.
- Review and evaluate legislation, pending or proposed, which will have an immediate or future impact on the business community and keep the ED, BOD and staff informed of any activities that may substantively affect the business community.
- Speak publicly on issues that affect the Chamber and its members as directed by the EC and the BOD.
- Work closely with a wide range of constituencies across the State, in both the public and private sector, to build and support coalitions consistent with the Chamber's overall mission and priorities.
- Assure that the business community is represented on committees and organizations that are critical to the region and the Chamber.
- Build strong relationships with the broad regional constituency including partner, civic and community leaders and members.

Economic Development:

- Support the development and expansion of a vibrant innovative and expansive economic industry in collaboration with the staff and other regional entities.
- Expand new business growth, support development of existing businesses and support efforts to attract a diverse and highly talented workforce to the region.

Advocacy and Communications:

- Be the primary public spokesperson and advocate for the organization and its members.
- Promote the organization and its brand, advocate for the mission and members and build relationships with key stakeholder groups to ensure organizational success.

Administration:

- Attract and retain highly competent staff, the assignment of their supervising structure and the terms of their employment with goals that support the Chamber strategy and generate revenue and a positive brand.
- Support staff development and ensure participation in professional conferences and sessions as needed to develop and maintain the successful operation of the Chamber.

[Greater Bentonville Area Chamber of Commerce](#)

702 SE 5th St, Suite 40 | Bentonville, AR 72712

479.273.2841

[#BecauseBentonville](#)



- Be responsible for supporting and modeling working conditions that ensure employee morale and well-being are maintained to ensure high performance from the employee and the team.
- Support engaging and maintaining membership base and growth and ensuring the value proposition to join the Chamber is consistently marketed, relevant, attractive and continually developing.
- Ensure fiscal soundness, transparency and a balanced budget.

Year One Critical Goals: with support from the EC, BOD & Staff

- Leadership transition into Chamber and the community
- Oversee a strategic planning process with external facilitators
- Develop a strategic plan with measurable goals and quantifiable impact
- Facilitate a clear vision for the future of the Chamber
- Develop key community relationships & build member confidence in new leadership
- Review budget and meet budget goals
- Review programs and events to maximize and enhance revenue
- Lead and inspire the Chamber staff and develop job descriptions with measurable goals
- Advance the strategic plan and 12m goals and priorities.

Professional Experience

- 5+ years' experience as a successful leader demonstrating business acumen, fiscal responsibility and experience managing lean budgets and a team of 5+ demonstrating strong leading / mentoring and staff development capacity.
- Board management and governance experience.
- Ability to think strategically while considering new perspectives; possesses strong mental agility
- Strong public speaking and written communication skills with multiple audiences.
- Success in building alliances and collaborative partnering on projects with a wide range of constituents and business leaders including business leaders, entrepreneurs, investors, economic development organizations, elected officials and the media
- A track record as a proactive advocate for business and workforce development with a working knowledge of relevant legislative and political processes and environments
- Economic development experience is highly preferred with a record for developing successful public and private partnerships.
- The ability to align diverse interest groups on issues and opportunities that will benefit the overall business community; a consensus builder with a personal style that engenders confidence.
- A passionate leader with a very strong understanding and interest in Northwest Arkansas development.
- Proven experience in recruiting, building, leading and retaining strong diverse teams in a collaborative environment.
- Demonstrated track record of membership or sales growth and innovative increased value.

[Greater Bentonville Area Chamber of Commerce](#)

702 SE 5th St, Suite 40 | Bentonville, AR 72712

479.273.2841

[#BecauseBentonville](#)



- Government relations/advocacy; showing effective working relationships with elected/appointed officials and their teams; an advocate for business which demonstrates an understanding of the role that government plays in regional success.
 - Organization management with the ability to establish and implement program procedures, policies, guidelines; an appreciation and passion for “all parts” of the work.
 - Technology (knowledgeable and proactive in understanding current technology, social media and its role in delivering services, driving business development and supporting staff productivity).
 - Fundraising and sponsorship development experience to support programs, capital campaigns and special events.
- Fiscal management/investor relations (demonstrated ability to manage financial affairs of an organization and communicate effectively with investors).
- Experience in planning, developing and implementing both operational and strategic plans.
 - Experience working with diverse groups and a demonstrated commitment to diversity, equity and inclusion with support of diverse and inclusive programming and experiences.
 - Ability to articulate the organization's goals and objectives as well as market the uniqueness of the city and the region.

Desired Traits

- Ability to solve complex issues quickly and with an innovative mindset
- Open to different and visionary ideas and strategies and comfortable with imagining alternatives that are not commonly used and comfortable with challenging the status quo.
- Demonstrated understanding of the unique value propositions of this region and the city of Bentonville in particular.
- Able to manage and mentor people well and build very strong, capable teams that can handle setbacks while taking responsibility to solve, challenge and change course.
- Is not phased by challenges and issues and is able to confidently work through conflict and make the hard decisions.
- Encourages diverse style, differences and opinions to find better solutions and builds diverse networks comfortably; treats everyone equitably.
- Genuine and authentic, honorable and trustworthy. Acts professionally and with integrity in alignment with Chamber and community values and expectations.
- Consensus-building and works toward common goals and positive partnerships.
- Has executive presence, comes across as polished and personable and commands the respect of the BOD, members, staff and local leaders.
- Is results-driven and oriented with a personal passion for achieving goals and objectives.
- Proven ability to work collaboratively, build consensus and work toward common goals and positive partnerships.

[Greater Bentonville Area Chamber of Commerce](#)

702 SE 5th St, Suite 40 | Bentonville, AR 72712

479.273.2841

[#BecauseBentonville](#)



Education & Further Experience

- An undergraduate or advanced degree is preferred but not essential.
- Credentials & certifications in economic development are highly desirable.
- Experience in the following areas will be highly advantageous:
 - Business retention and expansion;
 - Local, state, and federal incentive packages and programs (TIF, CID, Enhanced Enterprise Zones, Opportunity Zones, et al);
 - Real estate development financing and workforce development strategies.
 - Recruiting talent and supporting start-ups in the tech, innovation, retail, whole health, e-mobility, outdoor recreation, and software sectors.
 - Professional affiliations and associations are advantageous
 - Prior Chamber experience is not necessary but will be considered favorably.

Compensation

A competitive compensation package will be shared with qualified candidates.

Application Process

Please submit a current resume and cover letter to CEOapplications@greaterbentonville.com

About the Greater Bentonville Area Chamber of Commerce

Why – we exist to build a 21st century community

How – We use a perspective that includes the past and the present while keeping a gaze fixed on the future. We consider the input and attention of major economic drivers and community stakeholders. We use feedback from small businesses. We are trusted with the storylines of the community. We are the troubadour to talent.

What – we build programs, events and tools to increase the profitability of large and small businesses in the Bentonville area.

The Greater Bentonville Area Chamber of Commerce is an equal opportunity employer and is committed to building and maintaining a culturally diverse workplace. We encourage women, minorities, individuals with disabilities and veterans to apply. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status of protected veteran, among other things or status as a qualified individual with a disability.

[Greater Bentonville Area Chamber of Commerce](#)

702 SE 5th St, Suite 40 | Bentonville, AR 72712

479.273.2841

[#BecauseBentonville](#)