

**Howard County Chamber of Commerce
Position Description**

POSITION TITLE: Director of Events & Programs
REPORTS TO: President & CEO
NATURE OF POSITION: Full Time, Exempt

GENERAL SUMMARY:

The primary role of the Director of Events & Programs is to serve the Howard County Chamber membership and guests through the development and implementation of reoccurring events and special programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with the President/CEO and Communications Manager in developing the strategy and overseeing the execution of Howard County Chamber signature events and programs which includes the Chamber, YPN and GovConnects.
- Assists with the development of concepts, themes and formats for other major events for the organization that engage supporters, increase brand awareness and grow revenue.
- Specific duties include negotiating off-site locations, menu selection, AV & equipment needs, budgeting, creation/ maintenance of annual Chamber calendar, event registration pages, managing ticket sales, preparing sales reports, assists/ reviews event promotions with communications manager.
- Manages consultants and vendors prior to and during the event to ensure flawless efficiency.
- Develops budgets and oversees financial reporting to volunteer leadership and event committees
- Works with Communications to develop content for event correspondence, collateral materials, social media and web.
- Oversees the post-event coordination including but not limited to debrief meetings, recognition to key constituents, financial reporting and data transfer.
- Assists with the creation of sponsor packages and securing of event sponsorships
- Serves as primary contact for staff, volunteers and vendors prior to and during events.
- Represents Chamber at numerous community functions including member ribbon cuttings.
- Supports cross-functional internal teams with the stewardship of host committees to secure members, sponsorships, and in-kind gifts.
- Informs and updates staff members and other involved parties throughout the event cycle.
- Manages event volunteers before and on the day of the event.
- Performs additional duties and responsibilities as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service – the individual exhibits the ability to get along well with others, is open to new ideas, makes self-available to staff, accepts responsibility and prioritizes providing an exceptional level of service to internal and external customers
- Problem solving – the individual identifies errors or problems and gathers the proper information and resolving issues efficiently and in a timely manner
- Communication – the individual conveys information in a professional and courteous manner in positive or negative situations, demonstrates excellent interpersonal skills and possesses excellent written, verbal and interpersonal skills
- Technical skills – the individual demonstrates a working knowledge of computer operations, cash control procedures, and information management systems
- Quality management – the individual is conscientious in the delivery of projects and continuously looks for ways to improve efficiency, product quality and information accuracy.
- Team player – the individual works well with other staff members and recognizes that a job well done is far more important than individual recognition
- Judgment – the individual exhibits sound judgment, makes timely decisions, manages stressful/ urgent issues, maintains confidentiality and accepts responsibility for results.
- Planning/organizing – the individual places a high priority on attention to detail and efficient organization of their workspace, whether physical or electronic, ensuring that all supported positions can locate and retrieve information in a timely manner with a minimum of effort
- Time management – the individual works with a sense of urgency and possesses the ability to prioritize time-driven assignments, incorporating them into their regular workload to deliver results with the prescribed delivery schedule with minimal supervision
- Safety and security – the individual actively promote and personally observes safety, security and confidentiality procedures, and uses materials and equipment responsibly

NON-ESSENTIAL/ PERIPHERAL FUNCTIONS:

- Involvement in civic or philanthropic organizations

MINIMUM QUALIFICATIONS:

- 4-year degree in Business Administration, Marketing, Hospitality Management or related field, or Associates degree with 4+ years related experience;
- Previous association or non-profit experience is a plus;
- Excellent customer service and follow through. Effective verbal and written communication skills with public, clients, vendors and staff. Excellent face-to-face and telephone communication skills; strong demonstrated customer relationship and selling skills;
- Demonstrated technical skills in computer software including Microsoft Word, Excel, on-line website applications and database applications.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Must attend all events and volunteer event committee meetings.
- Ability to work in a fast paced environment.
- Tasks involve the ability to exert very moderate physical effort in light work, typically involving stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 40 pounds).
- Must provide own vehicle for local travel and transportation of event supplies.
- Must be available to work occasional early mornings and evenings.

The Chamber is an equal opportunity employer.