



**Vice President, Business  
Development & Member  
Experience**

## **Is This You?**

You are reading this Position Profile because it is entirely possible you could become the Vice President, Business Development & Member Experience at the Ontario Chamber of Commerce. Consideration for the role starts with your own – objective – personal analysis.

In other words, is this role the right fit for you? Are you seeking a rewarding career working in a people-first culture, alongside an exceptional team supported by a best-in-class Board of Directors?

Are you an experienced and proven leader with outstanding business acumen? Do you take pride in challenging yourself and your team to set revenue goals and work to exceed them? Would you be described as a great leader of talent who leads through influence, high emotional intelligence and is intellectually curious about Ontario business issues and opportunities?

Do you have a successful track record as a team leader in a strategic, business to business sales role where you had to acquire, retain and cross sell opportunities to targeted customers to generate revenue? You believe in the power of collaboration and possess a team-first attitude. You value process and have experience using CRM technology and digital approaches (to drive efficiency and results. You are analytical, strategic, and data driven, achieving goals through a ‘we’ approach -- never shy to roll up your sleeves.

Are you mature and genuine, inclusive, articulate, connected with corporate Ontario, hardworking and comfortable working with a myriad of stakeholders?

And last, but certainly not least, can you see yourself being a passionate partner to Ontario businesses as they navigate through their daily challenges?

If this is you, please read on...

## **The Organization**

The Ontario Chamber of Commerce (OCC) is the indispensable partner of business and Canada’s largest, most influential provincial chamber. OCC is an independent, non-profit, advocacy and member services organization that has been supporting Ontario business for 110 years. The OCC has 60,000 members, including large multinational corporations, small-to-medium-sized enterprises, labour unions, postsecondary institutions, non-profits, associations and close to 160 chambers of commerce and boards of trade.

*The OCC’s mission is to convene, align and advance the interests of its members through principled policy work, value-added business services and broad engagement to drive competitiveness and sustainable, inclusive economic growth in Ontario.*



## Values

- **Non-Partisan:** We approach every issue and decision without bias towards any political group, ensuring our actions are based on objective evidence and support the best interests of our members and greater economy.
- **Integrity:** Our commitment to honesty and ethical conduct drives our interactions, decisions, and operations, fostering a culture of trust, transparency, and accountability.
- **Service Excellence:** We consistently strive to exceed expectations, providing outstanding value, support and solutions to our members and stakeholders, enhancing their engagement and experiences.
- **Entrepreneurial:** Embracing innovation and creativity, we proactively seek new opportunities, adapt to changing landscapes, and champion bold ideas to drive growth and progress.
- **Inclusive:** We embrace diversity in all forms, ensuring that all voices are heard, respected, and valued, creating an environment of belonging, collaboration, equity, and mutual understanding.



## The Position

Organization: **Ontario Chamber of Commerce (OCC)**

Title: **Vice President, Business Development and Member**

### Experience

Reports to: Chief Executive Officer

Location: OCC's office in downtown Toronto – 180 Dundas Street West, with easy access to transit. Three days minimum required in the office per week. Travel within Ontario will be required on an as-needed basis. Parking will be provided.

Team: Five – Senior Manager Chamber Success, Membership and Office Coordinator, Key Account Manager, Business Development Coordinator, Business Development Manager

### Key Internal

Relationships: Senior Leadership Team; VP Policy; VP Public Affairs; VP Programs; VP Finance; Policy and Program Teams; Public Affairs, Communications, Brand/Content; Finance – Revenue Accountability and CRM Adoption; The Board

### Key External

Relationships: Customers: Corporate (Ontario) – Private/Public; Post Secondary; Professional Services; Labor/Unions; Councils; Chamber Network

## **The Profile**

As the leader and collaborative member of the team our successful candidate plays an integral role in ensuring the success of Ontario Chamber of Commerce's revenue activities including membership, sponsorship, and cross-sell opportunities. Working alongside highly professional and skilled teammates, you will be responsible for leading the strategy development for the team to grow multi-faceted key partnerships with top corporations across Ontario, overseeing the successful integration of key programs and relationship management and leveraging data and technology to drive processes. While leading the team you will foster innovation to identify and secure new strategic partnerships that generate revenue and engagement in the pursuit of OCC's mission.

## **What Does Success Look Like In This Role?**

- Working with the CEO and the OCC team, lead the strategy\* and associated processes to achieve the revenue targets
- Thrives in a business development role including personally managing a portfolio of tier one prospects
- Embraces the overall financial accountability of the position and associated budget planning and oversight and achieves targets
- Inspires the team and supports their professional development and career progression
- Embraces CRM technology and company wide adoption, using a digital approach to leverage human relationships
- Supporting the Executive Management team and senior volunteers in development of fundraising strategies, briefing materials, and meetings
- Leading the development of key stewardship practices
- Liaising with Chamber Members to ensure coordination of partnership initiatives

\*Strategic Plan 2020-2025 - nearing the end of the five-year plan and about to author a new one. This position will be a key member of the Leadership Team, providing thought leadership and input to this plan.



## The Ideal Candidate

This position requires a sophisticated understanding of contemporary strategies to market products and services, steward relationships, and deliver mutual value and a superior client experience. Our Vice President, Business Development and Member Experience will play a crucial role in shaping the business development strategy and associated implementation alongside the OCC team.

### Key Responsibilities:

- Lead the identification, planning, and implementation of the OCC's revenue-generating activities.
- Lead the development of new business for the OCC.
- Deliver on annual goals related to corporate and chamber membership, signature events, and policy work.
- Develop and implement stewardship and retention strategies for corporate members and member chambers of commerce/boards of trade.
- Work collaboratively with the policy, public affairs, events, production and programs teams, leveraging projects with specific relevance to prospective/current members to develop customized proposals that deliver mutual value to members and the OCC.
- Review partnership benefits regularly to evaluate and improve members' and partners' experience with OCC and its value.
- Identify and provide a range of value-added supports to serve and strengthen Ontario's local chambers of commerce and boards of trade.
- Link corporate membership and the Chamber Network by creating mutually beneficial relationships.

- Be the primary contact coordinating the OCC's counsel to member chambers of commerce and boards of trade on member issues or crises.
- Represent the OCC in various Chamber network programs and events, including supporting events and activities of local chambers of commerce and boards of trade.
- Supervise direct reports in Business Development and Member Services teams to ensure employee engagement and satisfaction, service excellence and strong performance.
- As part of the OCC executive team, collaborate to lead and drive strategy in innovative programs and services.
- Be, alongside with the President and CEO, a resource and a trusted advisor to the Board of Directors and relevant Board Committee.

### **Our Successful Candidate Will Possess/Be:**

- At least 10 years of leadership experience in business development, customer experience and marketing.
- A track record of success in achieving revenue growth in a business-to-business setting where the product is 'intangible'.
- Exceptional abilities to form, build and steward key relationships, both 1:1 and through effective data and customer relationship management systems.
- Deep integrity and alignment with the OCC's values.
- Strong strategic thinking and problem-solving skills, with the capability to anticipate and manage risks affecting organizational reputation and membership experience.
- Excellent at people leadership, mentoring, management with a track record of building a best-in-class sales and customer experience team.
- Digital-first mentality and understands the importance of BRAND.
- Works effectively in a fast-paced, ever-changing environment while managing multiple projects and having familiarity working directly with senior executives on high profile initiatives.
- Understands the Ontario business environment and is current around their challenges and can speak to in a nonpartisan manner.

## **The Compensation Package**

Compensation details will be discussed with interested, qualified candidates

- Competitive salary and compensation package that includes life and health insurance benefits and a matching RRSP plan.
- An annual merit-based bonus plan.
- 4 weeks of vacation plus office closure between Christmas and New Year's Day.
- Professional development opportunities to develop new skills through courses, training, or membership in specific areas of interest.
- Opportunities to attend and present at relevant conferences and summits.
- Opportunities to grow your public profile and develop your professional network in both business and government.
- Friendly, collegial, and supportive team and work environment. With a moral compass and qualities that are authentically grounded in gender equality, diversity, equity and inclusion.
- Flexible work arrangements.

## **Application Instructions**

We acknowledge the land we work upon on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

The OCC is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and a work environment. We will accommodate applicants' needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise us so that your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially. Thank you to all for your interest but only candidates who move forward in the process will be contacted.

If you are looking for an outstanding challenge, working with a great leader for a very important cause, and a uniquely focused opportunity, then what are you waiting for? Apply now! Please email your Cover Letter and CV to [resumes@occ.ca](mailto:resumes@occ.ca). Please note that the posting closes on Wednesday, August 14th, 2024, at 5 p.m. ET.