

ONTARIO CHAMBER OF COMMERCE EMPLOYMENT OPPORTUNITY

Position: **Vice President, Business Development & Member Services**

The Opportunity: The Ontario Chamber of Commerce is seeking a Vice President of Business Development and Member Services. The successful candidate will serve as a key strategist and driver of the OCC's growth, reporting to the President and CEO in leading efforts to attract, engage, retain and grow the organization's membership, and to deliver service excellence to its corporate and Chamber members alike.

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. You will play a crucial role in shaping our business development strategy, attracting sponsorship for major initiatives, membership

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 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 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 Committees

Qualifications & Experience:

- At least 5-7 years of leadership experience in business development, sales and marketing
- A track record of success in achieving revenue growth
- Exceptional abilities to form, build and steward key relationships, both personally 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.
- Leadership experience with the ability to inspire, guide, and develop a high-performing team.
- Understanding of the Ontario business environment and the needs of business.
- Experience with membership organizations, including Chambers of Commerce or Boards of Trade, considered an asset.

What We Offer

- 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.
- Flexible work arrangements.

Working Arrangement

- The position is based in the OCC's office in downtown Toronto, with easy access to transit.
- The position currently has a hybrid work arrangement, with three days required in the office per week.
- Travel within Ontario may be required.

How to Apply

- Please send a cover letter and resume in a single PDF with the subject line "VP Business Development & Member Services – Your Name" to resumes@occ.ca.
- Applicants are encouraged to apply immediately and will be accepted on a rolling basis.
- Thanks to all for your interest but only candidates who move forward in the process will be contacted. Please no phone calls or agencies.

About Us

The Ontario Chamber of Commerce (OCC) is the indispensable partner of business and Canada's largest, most influential provincial chamber. It is an independent, non-profit, advocacy and member services organization. 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 the province.

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 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.