

Siouxland Chamber of Commerce
Job Description / Posting: *Director of Investor Relations*

Position Summary

FLSA Status: Salaried

Approved: September 2025

Position Summary

As the leading Siouxland area business advocate, the Siouxland Chamber of Commerce represents its membership by promoting the economic welfare and the quality of life for the tri-state region. The primary responsibility of the Director of Investor Relations is driving membership growth, retention, and engagement for the Siouxland Chamber of Commerce, to include the Siouxland Chamber's affiliate in southeast South Dakota, the Dakota Valley Business Council (DVBC). The Director of Investor Relations role focuses on building relationships with local businesses, community leaders, and organizations to expand the Siouxland Chamber's reach, promote its value, and ensure members maximize their benefits. This position serves as the primary source of membership development while collaborating with Chamber staff, Board of Directors, and Ambassador volunteers to support the Chamber's mission. This position will also work closely with all other staff and especially the Director of Marketing to promote membership, programming, and engagement.

Essential Duties and Responsibilities

MEMBERSHIP SALES

- *Develop and implement strategic membership sales plans to achieve growth targets.
- *Prospect, identify, and secure new members through networking, cold calls, referrals, and community engagement.
- *Conduct sales presentations, meetings, and follow-ups to showcase the value of Chamber membership.
- *Maintains accurate and timely reports on prospects, sales, and follow-up contacts for input in Chamber database.

MEMBERSHIP RETENTION

- *Build and maintain relationships with all members through in-person meetings, phone calls, emails, and Siouxland Chamber events.
- *Collaborate with staff colleagues to create programs, events, and initiatives that add value to membership.
- *Serve as staff point of contact for Accounts Receivables / Aging Report and contact members whose invoices are past due. Maintains record of contact in Chamber database.

MEMBERSHIP SERVICES

- *Plan and execute Chamber meetings including: WMN / Women Mentoring & Networking (quarterly), Ag (quarterly), Small Business Education Series / SBES (monthly), Connect 101 (monthly), and Sergeant Bluff Business Meeting (monthly).
- *Generates and coordinates monthly touch points for Ambassadors and Executive Assistant.
- *Actively represents the Siouxland Chamber at community events, networking functions, and business meetings.
- *Represents Siouxland Chamber on Iowa's West Coast Initiative (IWC) Board, and Downtown Partners Board.

Key Skillsets

This role includes sales which requires extensive customer / member / investor contact and requires outstanding oral and written communication skills. This position seeks a “self-starter” and demands strong personal initiative and discipline, as the role is largely self-directed. Exceptional listening skills and client engagement will be essential to long-term success. Organizational aptitude, record-keeping, and follow-up is critical as multiple contacts will lead to successful performance in this role. Attention to detail in developing a process for “cold-calling” and managing the “prospect pipeline” will be advantageous to anyone serving in this capacity. Building, maintaining, and managing relationships with Siouland Chamber Ambassadors as a potential source of sales “leads” and sales assistance will be an asset. Building, maintaining, and managing relationships with prospects / clients will also prove invaluable as sales will eventually evolve and transition to account maintenance and managing “Accounts Receivable” and the monthly “Aging Report.” The ability to diplomatically communicate and have challenging or difficult conversations will serve the successful candidate well as some members will be slow to respond to invoices. Additionally, the ideal candidate will be outgoing, comfortable in public settings, able to work with staff peers and Ambassadors alike.

Competency

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

- Understands the sales process
- Meets commitments
- Maintains confidentiality
- Listens and gets clarification
- Writes clearly and informatively
- Presents numerical data effectively
- Demonstrates accuracy and thoroughness
- Manages competing demands
- Perform administrative tasks on time and completely
- Demonstrates knowledge of market and competition
- Responds promptly to customer needs and requests for service and/or assistance
- Inspires trust and respect
- Demonstrates persistence and overcomes obstacles
- Generates creative solutions
- Pursues training and development opportunities
- Able to deal with frequent change, delays, or unexpected events
- Balances team and individual responsibilities
- Contributes to building a positive team spirit
- Works ethically and with integrity
- Upholds organization’s values
- Commits to long hours of work when necessary to reach goals

Qualifications

To perform this job successfully, an individual must be able to execute each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate’s Degree (A. A.) from a college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Bilingual is a plus.

Communication Skills	Mathematical Skills
• Writes clearly and informatively, editing work for spelling and grammar • Reads and interprets written information • Speaks clearly and responds well to questions	• Add, subtract, multiply and divide • Compute rate, ratio and percent • Develop and interpret graphs
Reasoning Ability	Other Skills and Abilities
• Defines problems, collects data, establishes facts drawing valid conclusions	• Must be intimately aware of the tri-state region and be able to answer questions and direct inquiries • Must have dependable transportation and valid driver's license • Good knowledge of audio-visual and trouble shooting

Computer Skills

To perform this job successfully, an individual should have good working knowledge of:

- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Microsoft Power Point
- Helpful but not necessary: Knowledge of ChamberMaster (member management software) and graphic design software: Microsoft Publisher, Adobe, Adobe Photoshop
- Internet Applications

Social Media Skills

- Working knowledge of social media platforms, Facebook, Twitter, X, Instagram, LinkedIn, etc. and blogs is helpful