

President/CEO

Mount Horeb Area Chamber of Commerce

Classification: Full-time, Exempt

Reports to: Executive Committee, Board of Directors

Last Updated: October 31, 2025

Salary up to \$75,000

Applications reviewed through November 13 | Interviews November 14 | Open until filled

Overview

Join the heart of Mount Horeb — the “Troll Capital of the World”! The Mount Horeb Area Chamber of Commerce is seeking an experienced, community-minded leader to serve as its next President/CEO. This role leads our mission to support local businesses, strengthen tourism, and foster a thriving and connected community. The ideal candidate is a hands-on, flexible professional with strong communication, marketing, and organizational skills — someone who values relationship-building and understands the vital link between economic growth and tourism in our area.

How to Apply

Submit a cover letter and résumé to hiring@trollway.com.

Full Position Description

Position Summary:

The President/CEO is a dynamic leader responsible for the overall vision, strategy, and operational excellence of the Mount Horeb Area Chamber of Commerce. This role ensures the Chamber's continued relevance and value to its members and the broader community by driving membership engagement, strategic initiatives, and sound administrative practices. You will be the face of the Chamber, building strong relationships with stakeholders, empowering staff, and supporting the Board in achieving its governance objectives. Your leadership will directly contribute to the economic vitality and positive image of Mount Horeb, WI.

A Successful Candidate Will Possess:

We are seeking an inspiring leader with a unique blend of personal qualities crucial for success in our dynamic environment. The ideal candidate will demonstrate:

- **Hope:** A positive and forward-thinking outlook that inspires and energizes those around them, even amidst challenges.

- **Compassion:** A deep understanding and genuine empathy for the diverse experiences and needs of our members and community.
- **Stability:** A reliable and consistent presence that fosters trust and contributes to a supportive and cohesive team.
- **Trustworthiness:** A transparent and dependable approach that builds strong, lasting relationships with all stakeholders.
- **Adaptability:** The agility to navigate shifting priorities and evolving circumstances with ease and effectiveness.
- **Resilience:** The strength to quickly recover from setbacks, learn valuable lessons, and steadfastly move forward with determination.

These core qualities are the foundation of an individual who will not only excel in their responsibilities but also significantly contribute to our collective success and positive culture.

Key Responsibilities (Essential Functions):

1. Strategic Leadership & Vision:

- Provide clear direction and leadership to achieve the Chamber's mission, strategic goals, and objectives.
- Collaborate actively with the Board to ensure robust long-range planning, regular evaluation, and alignment with community needs.
- Develop and manage impactful short-term programmatic and operational plans that support the Chamber's long-term vision.
- Ensure effective and transparent communication of Chamber goals and progress to all stakeholders.
- Foster accountability across staff and committees for achieving desired outcomes.

2. Stakeholder Engagement & Community Relations:

- Establish and nurture professional, mutually beneficial relationships with members, the Board, committees, staff, volunteers, community partners, and the general public.
- Serve as a recognized and respected leader in Mount Horeb regarding commerce and tourism.
- Represent the Chamber as an engaged and professional ambassador at public events, consistently upholding our reputation for quality initiatives and community support.

3. Overall Operational Oversight:

- **Membership Growth & Retention:** Facilitate valuable networking and professional development, clearly communicating member benefits and ensuring high real and perceived value. Strategically promote member businesses to boost tourism and spending in Mount Horeb.
- **Advocacy:** Act as a key liaison with community organizations and government officials to champion business and community interests.
- **Chamber Administration:** Ensure all agency management adheres to Board policies, legal compliance (non-profit status, employment, fundraising, grants), and sound fiscal practices.

- **Financial Management:** Collaborate with the budget committee to develop and monitor the annual budget, ensuring fiscal compliance and sustainability.
 - **Mount Horeb Visitors' Welcome Center:** Oversee the Welcome Center to ensure it is inviting and effectively promotes all that our community has to offer.
 - **Human Resources:** Develop and recommend HR policies, manage staffing levels, foster staff development, and promote a collaborative, empowered, and accountable work environment.
 - **Program Implementation:** Ensure all Chamber programs align with the mission, meet stakeholder expectations, operate within budget, and provide meaningful volunteer opportunities.
- 4. Board Governance Support:**
- Provide the Board with essential information and data to fulfill its fiduciary and governance responsibilities effectively.
 - Utilize by-laws, organizational standards, and internal/external data to inform Board decision-making.
 - Oversee and report on the Chamber's fiscal condition and financial performance.
- 5. Budget Management:**
- **Payroll Management:** Efficiently process payroll, ensuring accuracy and timely compensation for staff.
 - **Accounts Payable:** Accurately code financial transactions, manage bill payments, and provide regular bill pay summaries to the Treasurer. Proactively monitor cash flow through regular projections to support financial stability.
 - **Accounts Receivable:** Process and record incoming payments, managing deposits to maintain accurate financial records.
 - **Gift Shop Deposits:** Process and deposit funds from the FOTWC Gift Shop, ensuring proper reconciliation.
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Minimum Knowledge, Skills, and Abilities Required:

- Bachelor's degree or equivalent commensurate experience.
- Five (5) years of progressive experience in the chamber/tourism industry or a similar public-facing, membership-funded non-profit organization.
- Five (5) years of experience in programmatic planning and budget management.
- Five (5) years of direct supervisory experience.
- Five (5) years of experience in marketing, events marketing, and/or public relations.
- Demonstrated experience with fund development, including grant writing.
- Proven experience in developing budgets and analyzing financial data.
- Strong knowledge of and experience with relevant federal, state, and local laws/regulations governing human resources and non-profit operations.
- Exceptional communication skills, including public speaking, with the ability to adapt style to various audiences and situations.
- Superior interpersonal skills, fostering an open, honest, and forthright approach to build diverse professional relationships.

- Excellent critical thinking and analytical skills: adept at analyzing data, comfortable with ambiguity, drawing sound conclusions, and recommending data-backed solutions.
 - Strong organizational, time management, and prioritization abilities.
 - Demonstrated ability to lead teams to meet objectives, delegate effectively, and support collaborative efforts.
 - Commitment to maintaining the strictest confidentiality.
 - Ability to work both independently and cooperatively within a team environment.
 - Flexibility and adaptability to evolving organizational needs and a dynamic work environment.
 - Proficiency with Microsoft Office Suite, Google Workspace, and general computer software.
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About the Mount Horeb Chamber of Commerce:

Join the heart of our vibrant "Troll Capital of the World"! The Mount Horeb Area Chamber of Commerce is a pivotal force in driving local commerce, tourism, and community well-being. We are dedicated to fostering a thriving environment for our members and ensuring Mount Horeb continues to be a cherished destination and a wonderful place to live and do business.

Join us in shaping the future of Mount Horeb! Apply today.