

# Executive Director - NZTCC

POSITION DESCRIPTION	
Title:	Executive Director
Reports to:	President of New Zealand Thai Chamber of Commerce
Staff reporting to this role:	None
Location:	Bangkok
Direct Reports:	No
Budget responsibility:	No
Last Reviewed:	March 2017

*Purpose*

You will manage the recruitment of members, the activities and the administration of the New Zealand Thai Chamber of Commerce. NZTCC’s mission is to promote trade and business between New Zealand and Thailand. In addition, you will collaborate with your peers and key NZ Inc stakeholders on relevant initiatives.

## 1. Key Accountabilities for this position

In this position you will be responsible for delivering on the following key accountabilities:

### Membership & Sponsor Development

- Responsible for managing the membership and sponsorship revenue base which includes proactively assisting with member recruitment, managing billing and payment cycles, and implementing member retention activities.

### Member Engagement

- Contribute to the development of market information for sharing with members (NZTCC as a business advisor and connector in both NZ and Thailand)
- Responsible for maintaining good relationships with Members
- Responsible for managing the flow of communications with Members and external audiences – this includes the website, email updates, Facebook and other social media channels
- Responsible for the management of membership and sponsorship data base

### Committee Operations

- Management of the processes in accordance with the constitution and the applicable laws, and in conjunction with the President and related officials

### Financial Management

- Responsible for operating the bank accounts of the Chamber and accurately managing the accounting records, including managing payments and collections and maintaining accurate records for audit.
- Management and monthly reconciliation of petty cash

### Market Intelligence

- Responsible for scanning market environments and providing intelligence which feeds into communication channels

### **Stakeholder/Network Management**

- Responsible for identifying, developing and maintaining strategic networks and relationships with appropriate internal and external stakeholders, including the Embassy and other NZ Inc partners and other chambers of commerce
- Strategically establish stakeholder networks in relevant industries and maintain records as appropriate.
- Plans, attends and constructively contributes to meetings between key stakeholders and contacts
- Responsible for providing insight into cultural issues and business practices to reduce cultural barriers to entry
- Ensure all relevant information is distributed accurately and timely to relevant stakeholders
- Ensure up-to-date information is distributed stored through relevant systems
- Provide assistance to manage key relationships.

### **Project Management**

- Responsible for the delivery of projects and activities as required. This will include diplomatic events such as Red Cross & YWCA Fair.
- Accountable for event planning and implementation

### **Professional Behaviour**

- Professionally represent the Chamber in events and activities of a varied nature
- Work collaboratively as part of NZTCC and as part of NZ Inc. This requires the incumbent to be decisive and thought provoking but to also accept collective responsibility for decisions taken
- Promote the Values and Goals for New Zealand and NZTCC including good employer principles and practices and high standards of integrity, ethics and behaviour in all operations of the business
- Prepare reports and papers for the Chamber Committee meeting a Plain English Standard.

## **2. To be successful in this position**

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In this position successful delivery will utilise a range of your skills and experience. For this position NZTCC will look for and recruit a talented person who can demonstrate they have the following attributes.

- Commercial business related experience preferably in the private sector
- Highly networked individual with valuable contacts relevant to NZ – Thai trade
- 5-10+ years commercial business related experience preferably in the private sector
- Tertiary qualification in related field supplemented with professional training
- Knowledge and understanding of the local business environment and economic issues and trends
- Strong written/verbal communication skills in English and local language
- High computer literacy with competence using the Microsoft Office suite and experience using Customer Relationship Management software or equivalent tools

## **3. NZTCC Competencies**

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### **Business Acumen – Astute**

Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting the Chamber; is aware of how strategies and tactics work in the marketplace.

### **Customer Focus – Agile**

Is dedicated to meeting the expectations and requirements of internal and external stakeholders; gets first-hand member information and uses it for improvements in products and services; acts with members in mind; establishes and maintains effective relationships with members and gains their trust and respect.

**Learning on the Fly – Adventurous**

Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both success and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.

**Peer Relationships - One Team**

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

## 4. Role Specific Competencies

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The role specific competencies highlight the key behavioural and technical skills important for success in this position.

**Decision Quality**

Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Organising**

Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

**Perseverance**

Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

**Presentation Skills**

Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, and committee; is effective both inside and outside the organisation, on both cool data and controversial topics; commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.

**Digital Skills**

Is effective and can learn easily banking and financial software applications for office use, CRM applications, and the Chamber's website and social media tools. Experienced in Microsoft Office applications.