

President & CEO
Job Posting
Salary Range \$130,000 - \$150,000 (CDN)

On behalf of our client, Tourism Kelowna, Chemistry Consulting Group is proud to lead the search for a collaborative and visionary President & CEO. Tourism Kelowna is the official destination management organization dedicated to promoting Kelowna and the Central Okanagan as a premier travel destination in the heart of British Columbia's Okanagan Valley. As a not-for-profit organization, their primary mission is to drive year-round tourism and create a tourism economy that is sustainable and welcoming for both visitors and residents.

Tourism Kelowna is seeking an engaging and progressive leader to guide the organization into its next chapter. This high-profile executive position requires the perspective of a big-picture thinker and hands-on implementer; driving innovation and inspiring action in destination management and destination development in the region. The President & CEO must reside within Central Okanagan and ideally in Kelowna.

RESPONSIBILITIES (included but are not limited to)

Leadership

- Participates with the Board of Directors to evolve and build upon the Strategic Plan
- Identifies, assesses, and informs the Board of Directors of internal and external issues that affect the organization's progress
- Leads the organization in all business planning initiatives and their execution
- Drafts policies for the approval of the Board and prepares procedures to implement the organizational policies; reviews existing policies on an annual basis and recommends changes to the Board as appropriate
- Conducts official correspondence as appropriate, on behalf of the Board or jointly with the Board.
- Mentors and leads a highly skilled Senior Leadership Team
- Working collaboratively with the team, establishes goals and performance criteria for all areas of the organization, measures performance and provides feedback on a regular basis, and delegates authority to staff members
- Guides the organization in execution of the Strategic Plan towards the organization's vision and mission
- Oversees the planning, implementation and evaluation of the organization's programs and services, and ensures that they contribute to the organization's mission and reflect the priorities of the Board
- Ensures that the daily operation of the organization and program delivery meet the expectations of its clients and stakeholders
- Follows best practices in the industry and implements appropriate initiatives at Tourism Kelowna
- Ensures alignment with organizational values throughout all function areas

Human Resources Management

- Establishes a safe, positive and caring workplace environment and culture where staff can do their best work, in accordance with all appropriate legislation and regulations
- Actively promotes a culture of stewardship, diversity, equity and inclusion within the organization
- Determines appropriate staffing needs, develops talent acquisition plan and strategy to further support the organization's mission
- Motivates all employees towards common goals, both strategically and operationally
- Oversees the implementation of the human resources policies, procedures and practices including the development of job descriptions for all staff
- Implements a performance management process for all employees, addresses performance issues timely and appropriately
- Establishes year-round staff recognition opportunities and systems to recognize outstanding performance, service milestones and achievements
- Develops and implements training and development programs to support a high performing and engaged staff culture including, employee engagement and retention, talent development and succession planning

Finance & Risk Management

- Oversees financial planning and approves operational budgets
- Ensures that all activities are legally compliant, fiscally, and operationally sound and sustainable
- Actively researches opportunities for new business development, partnerships, and funding that supports the organization
- Provides the Board with comprehensive, regular reports on the revenue and expenditures of the organization
- Identifies and evaluates risks to the organization's people, property, finances, goodwill, and image, and takes appropriate measures to control risks

Community Relations

- Acts as a primary spokesperson for the organization (in addition to the Chair of the Board)
- Represents the organization at community and industry events to enhance the organization's community profile
- Communicates with stakeholders to keep them informed of the work and value of the organization
- Establishes good working relationships and collaborative arrangements with community groups, funders, municipal leaders, elected officials, First Nations, and other organizations, particularly Tourism related, to help achieve the goals

EDUCATION & RELEVANT EXPERIENCE

- A completed degree in Business or related focus.
- 5+ years of progressive executive leadership experience in a tourism or related not-for-profit or membership-based organization with a track record of achieving desired outcomes

- Experienced and familiar with board governance protocols
- Proven experience leading strategic planning efforts
- Skilled and experienced in human resources, team leadership, financial and project management

SKILLS & ABILITIES

- Proficiency in the use of computers and mobile devices for MS Office/Office 365, Email, Internet and cloud-based systems, CRM systems, and social media
- Sound knowledge of employment legislation as well as federal and provincial legislation applicable to the not-for-profit sector
- Up to date on current community challenges and opportunities relating to the mission of the organization
- Exceptional verbal and written communication skills, confident speaker in front of media and in the public eye
- Strong organizational skills including the ability to set priorities, develop schedules and project plans, implement and monitor progress, and evaluate the process and results
- Sound business acumen and ethics
- Excellent interpersonal skills including emotional intelligence and the ability to build and develop relationships with a wide range of community stakeholders
- Critical thinking and decision-making skills
- Adaptability and creativity in the face of challenges and opportunities and ability to resolve conflicts
- Passion and energy for tourism and the vision, mission, and values of Tourism Kelowna
- Valid BC class 5 driver's license and a vehicle, and ability to travel both domestic and internationally
- Additional background in marketing, sales or hospitality is an asset

Tourism Kelowna values diversity, equity, and inclusion and encourages applications from all qualified individuals. We are dedicated to providing workplace accommodations for employees with disabilities and will ensure the necessary support is in place to help you succeed—both during the recruitment process and throughout your employment.

TO APPLY

To apply please email a personally-authored (not AI-enabled) cover letter and resume to careers@chemistryconsulting.ca with **“Tourism Kelowna – President and CEO”** in the subject line.