**Jennifer Chittenden**

301 Grand Avenue, Des Moines, IA 50309

515-309-3229 Director@DesMoinesDowntownChamber.com

**PROFESSIONAL EXPERIENCE**

**Executive Director, Des Moines Downtown Chamber of Commerce** Sept. 2011-Present

Coordinate and delegate the activities of committees and volunteers, and the Board of Directors in meeting the chamber's objectives, while also called upon to represent the chamber membership, with individuals, public officials, business organizations, community entities, and with the general public.

* Doubled membership since late 2011 from 117 members to over 250 currently.
* Restructured and created new chamber programs to address member needs, concerns, and opportunities, such as the Downtown DIG program to keep members informed and engaged with Downtown development projects, and the award-winning LEAP program to address the economic impact of women-owned businesses. Total annual event attendance grew 24% in 2015.
* Expanded Board of Directors for a total of 15 in 2016, and carrying out revised 3-year strategic priorities and action plan.
* Engaged over 85 volunteers on 5 committees and 7 sub-committees in 2015.
* Formed a strategic partnerships task force to group chamber members having similar interests as community builders, investors, small businesses, nonprofits, and civic entities in order to better serve specific needs of the member groups and implement more tactical and relevant outreach.
* Collaborated with World Food Prize Foundation annually to host Borlaug Lecture series speaker.
* Carried out a re-branding campaign in 2015, leading to a new logo, new website, and increased public and media interest in the Downtown Chamber.

**Executive Director, Des Moines West Side Chamber of Commerce** Jan. 2012-Dec. 2013

Served as Executive Director for the Des Moines West Side Chamber of Commerce for ten hours per week in an administrative function. This took place in addition to 30 hours per week as Executive Director for the Des Moines Downtown Chamber in an effort to build collaboration and maintain member services as the chamber grew and developed.

* Addressed the questions and needs for a membership of 100 businesses
* Implemented a customized chamber-specific CRM system, ChamberMaster that enhances chamber member benefits, communications, and payment processes
* Began a weekly e-newsletter and social media presence to increase knowledge and interaction
* Created the chamber’s first annual member celebration in February 2013 and first signature event, the Summer Porch Sipper, held each June
* Coordinated and promoted approximately 40 monthly events, luncheons, ribbon cutting celebration, and special events annually
* Involved member businesses and their staff through volunteer opportunities and committees
* Strategize chamber growth and direction with an 18-person Board of Directors

**Client Relations Coordinator, Tero International, Inc.** Jan. 2005-April 2011

Retained existing clients and created opportunities for repeat business. The position embodied business development, marketing, customer service, and event and project management.

* Planned details of close to or over one hundred training workshops and events annually
* Managed post-workshop follow-up with clients and provided additional resources, including evaluations and measurements to aid with clients’ internal reporting needs
* Conceived promotional items, coordinated logistics, and implemented pre- and post- tradeshow marketing campaigns, measurement, and follow-up – and was recognized in *Exhibitor* Magazine
* Provided content and editing for monthly graduate eZine (10,000 subscribers) and web redesign

**Recruitment Advertising Coordinator, Gazette Communications** Feb. 2002-Dec. 2004

Worked with the Recruitment Team to assist with clients' advertising needs, including administrative support, writing and design of ads, editing, and sheparding the ads through internal processes to publish accurately and on time. This role also included a two-year assignment on a special projects team to install a new ad-entry system, resulting in more efficient and precise ad-taking.

* Involved in the onset of CorridorCareers.com as an online recruitment advertising route and educated clients on its advantages and resolved technical issues
* Enabled clients to adhere to strict deadlines and responsive to a variety of requests
* Developed internal guidebook with processes and procedures for classified ads department
* Initiated and carried through a project that utilized Microsoft Access to create a system that allowed instant access to client history and resulting in an expedited publishing process

**EDUCATION**

***University of Iowa*** Sept. 1998-Dec. 2001

Bachelor of Arts, Communication Studies/Interpersonal Communications

**COMMUNITY INVOLVEMENT**

***Greater Des Moines Botanical Garden Board of Directors*** Sept. 2013-Present

* Chair of the Friends – 2015/2016

***Capital Crossroads – Regional Leadership Council*** May. 2013 – Present

* Better coordinate and leverage existing leadership programs and their alumni

***Rotary Club of Des Moines A.M.*** Feb. 2012-Present

* Elected to the 2016/2017 Board of Directors as Programs Chair
* Serving on the Programs Committee to bring speakers and topics to members weekly, including a special planning committee to host Naomi Tutu in June of 2014 for a collaborative event with other Des Moines rotary clubs
* Participated on the International Committee, who is actively engaged with building a new medical facility in Uganda, among other international projects

***Civic Music Association Board of Directors and the Programs Committee*** June 2011-Present

* Served on the Board 2011-2014 & remain on the Programming Committee to select the next season’s performances

***Young Professionals Connection (YPC)*** April 2012-2015

* Joined the IMPACT Downtown Committee and initiated collaborative events that bring members of the Downtown Chamber and members of YPC together in networking settings
* Involved with the Professional Development and Marketing committees
* Participated as a Mentor in annual Mentor & Mulligans event - 2015
* Previous membership in 2005-2008

***Young Nonprofit Professionals Network (YNPN) – Des Moines*** Jan. 2014 – 2015

* Charter Member

***Ferscipe Society*** Jan. 2014 – 2015

* Promoting and working together toward community entrepreneurialism

***American Society for Training and Development (ASTD – now ATD) Central Iowa Chapter,***

***Board of Directors, Vice President of Programming***  Oct. 2008-2011

* Developed and implemented annual Programming budget and led a 12-member committee
* Facilitated event collaboration with SHRM, as well as with the Project Management Institute
* Initiated and drove an event in partnership with Drake University and the Greater Des Moines Partnership featuring Daniel Pink, national leadership speaker and author of “Drive”

***Central Iowa Shelter and Services, Public Relations Committee Chair*** June 2008-2011

* Started the PR committee and recruited volunteers to utilize skills toward the shelter’s goals
* Created a five-year Public Relations Committee strategic plan and identified tasks and committee members to achieve this plan
* Restructured quarterly newsletter to raise donor awareness and ongoing sponsorship
* Served on RFP review team for shelter website redesign to display modern appearance and strategic alignment with the shelter’s capital campaign for a new shelter

***Greater Des Moines Community Band***  Sept. 2007-Present

* Instrumentalist, flute
* Coordinated a pep band for a fundraiser with Central Iowa Shelter & Services

**HONORS, AWARDS, and INDUSTRY MEMBERSHIPS**

* Received 2015 Event of the Year Award from Mid-America Chamber May 2016

Executives (MACE) for the Downtown Chamber Leadership Education

and Advancement Pipeline (LEAP) program

* Awarded the Regent Scholarship through the Institute for Organization Apr 2016

Management in 2016

* Became a member of the American Chamber of Commerce Executives Jan 2016
* Speaker at the Iowa Volunteer Summit Nov 2015
* Awarded the Regent Scholarship through the Institute for Organization Apr 2015

Management in 2015

* Recipient of 1-year scholarship to the Institute for Organizational Management, Apr 2014

awarded by the Iowa Chamber of Commerce Executives (ICCE)

* Named as a 2014 Forty Under 40 by the Des Moines Business Record Mar 2014
* Des Moines Downtown Chamber won Best Chamber of Commerce runner-up, Feb 2014

awarded by Cityview Magazine

* Member of Iowa Chamber of Commerce Executives Jun 2013
* Featured speaker at the ASTD Central Iowa 2012 Career Day Dec 2012
* Selected to speak at ASTD National Chapter Leaders Conference Oct 2011
* Recognized by ASTD National with a Share Our Successes (SOS) Award Feb 2010
* Graduate of the West Des Moines Leadership Academy Inaugural Class May 2009