Manager, Business Engagement

DEPARTMENT
Business Engagement

REPORTS TO
CEO

STATUS
Exempt

DUTIES/RESPONSIBILITIES

● Oversee, lead and direct all BBB New Sales efforts
● Set clear expectations and goals.
● Keep the focus on the “Big BBB Picture”.
● Be available at all times to keep or lift reps up so they can perform at their best.
● Assist reps in holding themselves accountable for production and attendance.
● Create an atmosphere of excitement, where motivated reps can flourish.
● Strive to create a department that reps are proud of, and work they see as truly meaningful.
● Hold representatives accountable to BBB’s proven script.
● Monitor representatives on a regular basis.
● One-on-one check-ins monthly with each representative.
● Conduct motivational/sales meetings as needed.
● Maintain performance metrics for sales teams.
● Plan and institute contests/spiffs as deemed necessary.
● Other duties as assigned

Qualifications

● Minimum of three years experience in a leadership role as a sales professional preferred
● At least two years experience in BBB system, with a full understanding of BBB sales preferred
● Honesty, Integrity, Fairness and Transparency
● Patience, Calm, Diplomacy, and Dependability
● Ability to maintain a positive team environment
● Strong communication skills, both verbal and written
● Able to organize, prioritize, and delegate work in a fast-paced team environment
● Strong computer skills including Google Apps, MS Office, and Internet research tools

Expectations

● Show up first, leave last
● Maintain minimum of 100 New AB’s written monthly
● Keep Business Relations Dept fully staffed
● Receive and implement CEO’s vision and plan for BBB
● Work cooperatively with Operations Dept to assure that all applicants meet BBB Code of Business Standards.