



Start With Trust

**BETTER BUSINESS BUREAU**  
**SERVING DETROIT, EASTERN MICHIGAN AND THE UPPER PENINSULA**  
**JOB DESCRIPTION**

**JOB TITLE:** Business Development Representative

**STATUS:** Non-Exempt

**SUMMARY:** The Business Development Representative (BD Rep) contributes to the organization's success by determining the eligibility of prospective businesses and extending an invitation for BBB Accreditation to those who meet all of BBB's standards of accreditation.

**DUTIES AND RESPONSIBILITIES:**

- Comply with all BBB guidelines for Business Development Representatives
- Make a minimum of 80-100 calls and 2-3 hours of talk time daily
- Utilize the "one call close" method, avoiding multiple "follow-ups", or "chasing"
- Ensure that any company contacted does not appear on BBB's Do Not Solicit List and follow all DNS/DNC policies.
- Communicate professionally, honestly, and consistently by adhering to scripted presentation
- Provide high quality service at all times to current and potential AB's.
- Advise businesses of their invitation to apply for accreditation or their failure to meet BBB's standards
- Explain BBB accreditation value, answer questions and concerns and procure application along with the annual investment
- Fully execute application in accordance with policies
- Maintain minimum departmental production level of 12 new applications per month
- Adhere to and abide by the BBB code of conduct and ethics
- Attend BBB and training meetings as necessary
- Knowledge of office administrative procedures and ability to operate and troubleshoot most standard office equipment.
- Highly proficient in MS Office applications (Word, Excel, Access, PowerPoint)
- Excellent communication skills, both verbally (in person and via phone) and in writing.
- Ability to deal with pressure in meeting sales quota
- Work cooperatively with other staff in various departments
- Ability to multi-task and learn quickly
- High level of interpersonal skills and ability to handle sensitive information and documents with confidentiality

## **Minimum Qualifications**

- High School Diploma or equivalent
- Proven success in a professional sales environment
- Possess superior telephone skills
- Any equivalent combination of education and experience that provides the required knowledge, skills and abilities

### **PREFERRED:**

- 2-3 years proven sales success experience

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

BBB's work environment is that of a typical office, and the characteristics described here are representative of those an employee may expect to encounter while performing the essential functions of this job. This section is not an all-encompassing, but rather what one might come to expect on a regular basis.

With reasonable accommodation, this position requires the manual dexterity to sufficiently operate phones, computers, and other office equipment. This person must be able to clearly and accurately communicate to convey information using the English language, both verbally and in writing. The ability to hear and comprehend dialogue spoken at appropriate "dinner-table conversation" levels, and visual acuity capable of drafting, editing, reviewing, and/or comprehending materials drafted in a standard typeface size 10 font or above, are required. Must be capable of sitting and standing for extended periods of time, as well as be able to intermittently push, pull, or lift 20+lbs. of force.

Occasional exposure to adverse working conditions, including the performance of work in cramped and/or awkward positions, and exposure to safety hazards, loud noise, traffic, and inclement weather conditions is possible.

## **About Employment with BBB Serving Eastern Michigan**

Better Business Bureau Serving Eastern Michigan is a great place to work. We are located the Greater Detroit Area. A summary of our employee benefits follows.

### **ACCOUNTABILITIES: (Success Factors)**

- Satisfactory attendance, promptness, time management, and attention to detail.
- Willingness to go the extra mile
- Delivery of world-class customer service, both internally and externally
- Participation as a team player
- Contributions to the vision, mission, and goals of BBB
- Developing ways to save time or money in the execution of the mission
- Respect and honor all people, positions, and BBB processes.
- Willingness to adhere to BBB Standards of Trust and Core Values.
- Take initiative to solve problems independently – if and when problems need to be escalated, prepare options for solution.
- Follow up and provide closure to all requests.
- Communicate – Communicate – Communicate!

All employment with BBB is considered at-will. This job description does not constitute a permanent relationship between BBB and the employee named below, and is subject to change at any time, with or without prior notification.

### **Holidays**

BBB Serving Eastern Michigan offers all full-time employees 10-13 paid holidays each year. The holiday schedule is published annually.

### **Paid Time Off**

BBB grants five (5) personal days or 40 hours per year for exempt and non-exempt full-time employees. New employees are granted five (5) personal days according to the following schedule:

**0 - 3 months of service - 0 personal days**

**3 - 6 months of service - 2 personal days**

**6+ months of service - 5 personal days**

BBB provides vacations with pay to all regular full-time employees. Part-time employees are provided vacations on a pro-rated basis, based on the average number of hours worked.

**One year of service but less than seven years - two weeks paid vacation.**

**Seven years of service but less than fifteen years - three weeks paid vacation.**

**Over fifteen years of service - four weeks paid vacation.**

### **Health/Dental Benefits**

Employees are eligible to join our 100% company paid health and dental plan after 60 days of employment. BBB provides a generous opt-out bonus if health care is waived.

### **Life Insurance**

Full-time employees are enrolled in our 100% company paid life insurance plan after 60 days of employment. The plan provides coverage of 2X's your annual salary, with a maximum of \$250K.

### **Long Term Disability**

Long-term disability insurance provides employees with a continuing source of income after three consecutive months of total disability. The benefit provided is calculated as a percentage of salary and is 100% company paid. This benefit begins after 60 days of employment.

### **401(k) Plan**

Employees with 6 months of service and 21 years of age or older are eligible to join the plan. Employees may join the plan at any time after 6 months of employment. Employees may defer up to a maximum of 15% of their gross wages not to exceed the amount determined by IRS regulations. BBB does not currently provide employer matching contributions. Employees may choose from a wide variety of investment options through TransAmerica.

### **EQUAL EMPLOYMENT STATEMENT**

This Equal Employment Opportunity Policy applies to all policies and procedures relating to recruitment, hiring, promotion, compensation, benefits, termination and all other terms and conditions of employment.

It is our policy to ensure equal employment opportunity without discrimination or harassment based on race, color, religion, national origin, gender, sexual orientation, age, disability or marital status.

Discrimination or harassment on any of these bases in the workplace, including business trips and official functions, is unacceptable and will not be tolerated.

**Note:**

**In accordance with the Fair Labor Standards Act (FLSA), the above job description is to be considered a non-exempt employee position.**