The BBB Vice-President is responsible for managing the operations of the BBB, ensuring that the organization meets BBB compliance standards and quality assurance of Accredited Businesses.

Reports to: CEO

Supervises: Operations department staff & all personnel in the absence of the President

Responsibilities and Expectations

• Hold overall responsibility for Consumer Services, Trade Practice Services, Investigations and Compliance Standards
• Lead the overall operations of the BBB, ensuring that the organization meets BBB compliance standards and quality assurance of Accredited Businesses
• Develop and implement policies, processes, and goals for each of BBBs operational activities
• Work with the BBB CEO/President to plan and implement operational strategies for long-term growth versus improvement
• Ensure all Accredited Businesses are compliant with the BBB Code of Business Practices (UMAP)
• Prepare reports and present them to the Board or Accreditation Review Committee
• Act responsibility for the entire BBB operations in the absence of the President
• Manage staff concerns, inquiries and problem-solve as applicable
• Hire, orient and train Accredited Services, IT, and administrative staff as needed
• Delegate and manage the work of department staff, conducting performance reviews as applicable
• Provide general supervisory support/action for the department
• In collaboration with the President, represent the BBB as a spokesperson at public presentations, trade shows, media, etc
• Handle escalated communications
• Attend department meetings as well as other BBB meetings
• Attend trade shows and seminars as required
• Support BBB growth by identifying and potentially referring qualified business leads
• Undertake other related duties as assigned by the President

Authority & Decision Making

• Determine strategies and practices to increase BBB efficiencies and financial stability
• Determine HR policies and programs as required
• Recruit and hire staff as needed
• Act in the absence of the President

Relationships

This position works with the following roles/organizations:
• All BBB staff
• BBB Board
• BBB Service Providers and Partners
• International Association of Better Business Bureaus
• Other BBBs
• Government and Law Enforcement Agencies
• Consumers and Businesses
• Benefit Providers

Ideal Education & Experience

• Management/leadership training
• At least 5 years leadership experience
• Experience working with/in a non-profit organization and with a Board
• Experience working within a BBB is a strong asset

Required Skills & Competencies

• Demonstrated advanced research and professional writing skills
• Strong mentoring, training and/or coaching skills
• Ability to prepare information for multiple audiences in a manner that is easy to understand
• Intermediate word-processing skills (i.e. MS Office Word & Excel)
• Collaborative decision-making skills
• Financial accounting skills are an asset