Better Business Bureau Serving the South Plains of West Texas
Job Description

Job Title: President/Chief Executive Officer
Department: Executive
Reports To: Board of Directors
FLSA Status: Executive exempt salary
Prepared By: John Miller, Interim President
Prepared Date: January 28, 2022
Approved By: Board of Directors
Approved Date: January 27, 2022

Summary
Plans, develops, and establishes policies and objectives of BBB business organization in accordance with Board directives and corporation charter by performing the following duties personally or through subordinate managers ("company" refers to BBB of the South Plains):

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Confer with company officials to plan business objectives, to develop organizational policies, to coordinate functions and operations between divisions and departments, and to establish responsibilities and procedures for attaining objectives.
- Reviews activity reports and financial statements to determine progress and status in attaining objectives and revises objectives and plans in accordance with current conditions.
- Directs and coordinates formulation of financial programs to provide funding for new or continuing operations to maximize returns on investments and to increase productivity.
- Plans and develops public relations policies designed to improve company's image and relations with customers, employees, and public.
- Evaluates performance of company staff for compliance with established policies and objectives of company and contributions in attaining objectives.
- Prepares information for meetings of the Board of Directors.

Supervisory Responsibilities

- Manage and supervise a total of 6-9 employees in Operations, Dispute Resolution and Business Enlistment.
- Responsible for the overall direction, coordination, and evaluation of these units
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies.

1. Oral Communication - Speaks clearly and persuasively in positive or negative situations;
Listens and gets clarification; Responds well to questions; Demonstrates group presentation
skills; Participates in meetings.

2. Teamwork - Contributes to building a positive team spirit; Puts success of team above own
interests; Able to build morale and group commitments to goals and objectives; Supports
everyone's efforts to succeed.

3. Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes
others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

4. Delegation - Delegates work assignments; Matches the responsibility to the person; Gives
authority to work independently; Sets expectations and monitors delegated activities;
Provides recognition for results.

5. Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform
well; effectively influences actions and opinions of others; Accepts feedback from others;
Gives appropriate recognition to others.

6. Managing People - Includes staff in planning, decision-making, facilitating and process
improvement; Takes responsibility for subordinates' activities; is available to staff; Solicits
and applies customer feedback (internal and external); Improves processes, products and
services.

7. Business Acumen - Understands business implications of decisions; Displays orientation to
profitability; Demonstrates knowledge of market and competition; Aligns work with strategic
goals.

8. Cost Consciousness - Works within approved budget; Develops and implements cost saving
measures; Contributes to profits and revenue.

9. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural
differences; Builds a diverse workforce.

10. Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and
ethically; Upholds organizational values.

11. Organizational Support - Follows policies and procedures; Supports organization's goals and
values; Benefits organization through outside activities.

12. Strategic Thinking - Develops strategies to achieve organizational goals; Understands
organization's strengths & weaknesses; Analyzes market and competition; Identifies external
threats and opportunities; Adapts strategy to changing conditions.

13. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment;
Includes appropriate people in decision-making process; Makes timely decisions.

14. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats
others with respect and consideration regardless of their status or position.
15. Quality - Looks for ways to improve and promote quality; Applies feedback to improve performance.

16. Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor’s degree (B. A.) from four-year college or university with minimum five years’ experience in non-profit area; or equivalent combination of education and executive experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and basic principles of accounting.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Excel Spreadsheet software and Microsoft Office Word Processing software.

Certificates, Licenses, Registrations

None required. Preference for experience and knowledge of basic principles of audit standards.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear.
**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**To Apply:** Send resume to BBB, 3333 66th St, Lubbock, TX 79424; Attn: CEO Search Committee