

<b>Position Title:</b>	President/CEO
	Executive
<b>Reports To:</b>	Better Business Bureau of Greater New Orleans Area, Inc's Board of Directors
<b>Supervisory Responsibility:</b>	All Departments
<b>FLSA Status:</b>	Exempt
<b>Date:</b>	15 April 2024

### **BBB Mission and Purpose**

The Better Business Bureau of Greater New Orleans Area (BBB) is a non-profit corporation devoted to the protection of the public within the context of the free enterprise system. The BBB serves as a vehicle through which the business community fosters its concern for sound consumer relations and provides a voice for local business on matters of business and consumer practices. Working with and through its Accredited Businesses, the BBB has three major functions: I) Develop programs in support of voluntary self-regulation and advancement of ethical business standards; II) Develop measures, programs and services for the protection of consumers against unscrupulous, fraudulent, deceptive and unethical business practices; and III) Actively interface with public and governmental agencies and groups affecting business and consumer interest and cooperative agencies, in providing information and counsel concerning such matters (sometimes collectively "BBB Mission").

### **JOB PURPOSE**

The President provides leadership for all aspects of the operations of the BBB and the BBB Mission with an emphasis on long-term and short-term goals that advance the BBB Mission. Development of high-quality business strategies and plans ensuring their alignment with short-term and long-term objectives. Lead and motivate staff to advance employee engagement, and to develop a high performing team. The President shall consult and advise the Board of Directors with board governance, strategic planning, collaborations and networks, capital development, and other strategic needs.

The President shall be present in the community, shall actively and regularly attend public and private business-related functions, shall appear in all facets of local media, with the aim of developing and implementing a strategic vision that considers and capitalizes upon the BBB's brand identity, voice, and the BBB Mission with the ability to coordinate, deliver and execute collaborative initiatives that further strengthen the BBB Mission. The President shall be focused on retaining current members and attracting new members. In short, the President shall be the "face" of the BBB, insofar as the general public is concerned.

The President will promote interest and active participation in BBB programs among the membership while building effective relationships with BBB leaders nationwide. The successful candidate will be a leader who treats others with respect.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

- Oversees the ongoing operations of all departments in the BBB.
- Establishes and reviews all departments, insuring connection to goals of each department.
- Manages and directs the BBB toward its primary goals and objectives.
- Oversees employment decisions.
- Leads a team of executives who comprise the Board of Directors to consider major decisions such as brand strategy execution along with marketplace expansion strategy.
- Promotes communication and cooperation among departments to create a spirit of unity in the organization.

- Maintain a deep knowledge of the markets and industry of the association.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Works with the Board of Directors and its Executive Committee to establish short-term objectives and long-range goals, and related plans and policies.
- Serves as the BBB's representative to the Board of Directors, employees, customers, the government, media, and the public.
- Presents regular reports on the status of the BBB's operations to the Board of Directors and to organization staff.
- Provides strategic vision for the BBB.
- Performs other related duties to benefit the BBB Mission.
- Creates partnerships on behalf of BBB.
- Act as a liaison between BBB and the International Association of Better Business Bureaus ("IABBB"), which is the network hub and, effectively, the corporate office, for all Better Business Bureaus throughout the United States, Canada, and Mexico. This includes maintaining reporting and quality standards required by the IABBB.

#### **FISCAL MANAGEMENT AND LEGAL COMPLIANCE**

- Oversees the BBB's financial structure, ensuring adequate and sound funding for the mission and goals of the organization.
- Reviews the financial results of all operations, comparing them with the organization's objectives and taking appropriate measures to correct unsatisfactory performance and results.
- Ensures the BBBs compliance with all applicable laws, rules, regulations, and standards.

#### **BOARD RELATIONS AND GOVERNANCE**

- Develop and communicate strategies for the growth of the BBB.
- Works together with the board to develop a clear vision, defined purpose, and core values for the organization and translate the organization's mission into realistic strategies.
- Works with the board of directors and other executives to establish short-term objectives and long-range goals, and related plans and policies.
- Develop, maintain, and support a strong Board of Directors; work with committee chairs and board to provide oversight of each committee; seek and build board involvement with strategic direction for ongoing local operations.
- Responsible for leading BBB in a manner that supports and guides the organization's mission.
- Responsible for communicating effectively with the BBB Board and providing, in a timely and accurate manner, all information necessary for the BBB Board to function properly and to make informed decisions.
- Coordinate with Leadership Teams to ensure management and forecasting, supporting departmental goals.

#### **REQUIRED SKILLS/ABILITIES:**

- Excellent managerial and financial skills and the ability to take leadership over any business operations area.
- Superlative communication skills, particularly the ability to communicate as a leader.
- Thorough understanding of management and financial practices in all areas and phases of business operations.
- Ability to establish and maintain working relationships with government agencies, community leaders, and the public.

- Proficient with MS Word, Excel and PowerPoint or similar programs.

### **EDUCATION AND EXPERIENCE**

- Professional experience in leadership roles.
- Professional experience with non-profits will receive preferential consideration.
- Education may vary but college degree would receive preferential consideration.

### **QUALIFICATIONS**

- Experience in developing profitable strategies and implementing vision.
- Understanding of corporate finance and performance management principles.
- Familiarity with diverse business functions such as marketing, PR, finance, media.
- Understanding of corporate governance and general management best practices.
- Organizational and leadership skills.
- At least three years in nonprofit environments preferred.
- Analytical abilities and problem-solving skills.
- Excellent communication and public speaking skills.
- Transparent and high integrity leadership.
- Demonstrated ability to oversee and collaborate with staff.
- Strong work ethic.
- Willingness and ability to visit local businesses and to attend business related meetings, with aim of promoting BBB, attracting new members and retaining existing members. The geographical area of the BBB is Jefferson, Lafourche, Orleans, Plaquemines, St Bernard, St Charles, St John the Baptist, St Mary, St Tammany, Terrebonne and Washington Parishes.

### **EEO Statement**

BBB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **How to Apply:**

Prospective candidates are invited to submit a detailed Curriculum Vitae (CV). Applications addressed to the Board of Directors, Executive Committee should be sent to [IGR@MOFLAN.COM](mailto:IGR@MOFLAN.COM) by 10 May 2024. Confidentiality for all applicants is guaranteed.