



# Job Description

13894 S Bangerter Pkwy Ste 200 Draper, UT 84020  
Phone: 801.892.6009 · Fax: 801.892.6002 · [www.bbb.org](http://www.bbb.org)

**Job Title:** Business Practices Analyst

**Classification:** Non-Exempt

**Department:** Operations

**Reports to:** Manager of Operations

## **POSITION OVERVIEW:**

This position will require a professional and effective delivery of information, ideas, and research, both internally and externally. This position requires in-depth analysis for conducting pattern reviews of BBB disputes, advertising reviews, and monitoring and reviewing government action reports for BBB accredited and non-accredited businesses.

## **DUTIES AND RESPONSIBILITIES:** (not an all-inclusive or exhaustive list)

### **1. Investigations:**

- a. Conduct investigations on companies in our marketplace to improve business practices
- b. Provide a written summary of the investigation results
- c. Updating BBB Business Profiles, as necessary
- d. Determine press release worthiness
- e. Prepare investigation reports for management which may include; draft press release and victim information for inclusion to media
- f. Scam Tracker
- g. Work with other BBB's as necessary on cross-territory investigations
- h. Ensure compliance with BBB policies and practices in distributing information and general operations information
- i. Oversee all investigation process specific to topics of public concern
- j. Ensure all BBB required activity and results are met

### **2. Pattern Reviews:**

- a. Work with the resolutions department to identify companies both accredited and non-accredited with patterns of complaints
- b. Analyze disputes to identify companies in need of a pattern review
- c. Conduct pattern review challenges on companies identified with concerning behavior in our marketplace
- d. Work with the operations department to address any dispute patterns that arise during MAMP & UMAP
- e. Update reports to reflect all activity conducted by the scope of duties and responsibilities mentioned or otherwise worked on
- f. Analyze effectiveness of pattern reviews and make suggestions for improvements
- g. Analyze and monitor audit reports to identify companies that may need pattern review updates
- h. Follow up with patterns consistently and concisely in a timely fashion
- i. Performs other duties as assigned by management and executive team

### **3. Advertising Review:**

- a. Counsel companies in our service area on the BBB Code of Advertising and work with such companies to improve advertising ethics
- b. Analyze effectiveness of advertising challenges, and make suggestions for improvements
- c. Conduct advertising challenges on companies with subpar behavior in our marketplace



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- d. Provide education to companies and consumers on overall issues relating to all types of reviews
- e. Update reports to reflect all activity conducted by the scope of all duties and responsibilities mentioned or otherwise worked on
- f. Run daily, weekly, monthly reports to ensure reports contain up-to-date information
- g. Work with the operations department to address advertising issues for applying businesses
- h. Provide training as necessary to BBB staff regarding the BBB Code of Advertising to ensure other employees have an up-to-date understanding of the Code
- i. Performs other duties as assigned by the management and executive team

#### **4. Government Action Reporting:**

- a. Work with city, state and federal agencies to receive, review and report government actions against companies in our service area other than DOPL and DCP
- b. Run daily, weekly, monthly reports to ensure reports contain up-to-date information
- c. Establish relationships with agencies to collaborate in sharing info/concerns by regulatory agency
- d. Performs other duties as assigned by the management and executive team

#### **5. Administrative Responsibilities:**

- a. Demonstrate knowledge and understanding of BBB policies and standards
- b. Maintain updated brand and applicable style guidelines
- c. Assist with researching government actions against businesses, and updated BBB Business Profiles, as necessary
- d. Research consumer scams, interesting and easy to understand manner for public profiles
- e. Must deal with pressure situations, demonstrate good news judgment and maintain a good attitude
- f. Be able to work on multiple projects and areas of focus at one time
- g. Identify and communicate current alerts and scams to BBB staff
- h. Cross train in other areas of business practices
- i. Other duties assigned by managers and/or the executive team
- j. Attend staff meetings and related BBB events as needed
- k. Performs other duties as assigned by management and executive team

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Proficient in Google applications (Gmail, Docs)
- Excellent spelling, grammar and written communication skills with a high level of attention to detail in composing, typing and proofreading materials
- Excellent telephone and oral communication skills
- High level of interpersonal skills and ability to handle sensitive information and documents with confidentiality
- Knowledge of office administrative procedures and ability to operate most standard office equipment
- Must deal well in high pressure situations, demonstrate good judgment and maintain a good attitude.



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## QUALIFICATIONS:

*To perform this job successfully, and 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 duties.*

## EXPERIENCE/EDUCATION:

- Bachelor's degree in Criminal Justice, Journalism, Business, Communications, Marketing, or related degree or related experience

## PREFERRED:

- Previous investigative experience

## WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job*

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. This person must communicate clearly, accurately convey information and be able to hear at normal speaking levels both in person and over the telephone. Vision is required to review written materials.

## ACCOUNTABILITIES/MEASURABLES:

- Satisfactory attendance, promptness, time management, and attention to detail
- Willingness to go the extra mile
- Delivery of great customer service, internally and externally
- Participation as a team player
- Contributions to the vision, mission and goals of the BBB
- 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
- Consistent follow up and provide closure to all requests

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Employee Name: \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date



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Manager/Director Signature

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Date

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*