Job Title: Operations & Engagement Specialist
FLSA Classification: Non-Exempt
Department: Operations & Engagement
Reports to: Director of Operations & Director of Finance/HR

Position Overview:
Duties for the Operations & Engagement Specialist revolve around enhancing the communications of the Better Business Bureau including assisting with the development and implementation initiatives to improve engagement, build and maintain relationships and communicates with our business stakeholders in a result orientated environment. In addition, being responsible for communicating with our accredited businesses (ABs) when their dues are outstanding, credit card payment processing issues or updating payment information, receipt of complaints, reviews, profile questions, etc.

OPERATION DUTIES:
· Consistently meet monthly Operational benchmarks.
· Utilize the Freedom tool to finalize vetting and renewal vetting.
· Coordinates all communications with businesses and consumers regarding complaints, customer reviews and business profile data.
· Update business review profiles by processing online inquires, returned mail and standard business questionnaires.
· Assist with customer review publishing
· Reconciliation function including assisting in complaint publishing, scheduling, and coordinating alternative dispute resolution hearings.
· Aids the team in exceeding evaluation metrics.
· Process return mail when necessary
· Perform data entry and ensure quality control
· Accurately and professionally perform other office and/or BBB member support functions.
FINANCE/ENGAGEMENT DUTIES:
· Consistently meet monthly Finance and Engagement benchmarks.
· Connect and communicate directly with our Member Accredited Business through phone call, emails, social media, and events.
· Building/rebuilding connections with the Member Accredited Businesses and looking for opportunities to engage them as well as providing support when needed.
· Be the main point of contact for our member ABs.
· Update database file with the information gathered from retention calls.
· Attend events and actively mingle with the attendees.
· Actively review different sources, i.e. newsletters, articles, commercials, announcements, for news pertaining to an accredited business and send acknowledgement to the AB.
· Contact ABs regarding outstanding payments, failed credit card payments and updating payment files.
· Offer recommitment option to qualifying ABs.
· Speaking with ABs when they request to cancel.
· Draft professional letters to ABs when needed.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
· Comfortable with out of the box thinking, idea generation and implementation of new ideas.
· A background in customer service essential.
· Excellent telephone and oral communication skills
· High level of interpersonal skills and ability to handle sensitive information/documentation with confidentiality.
· Strong team player – able to work and coordinate with multiple departments
· Proactive, go-getter attitude
· Strong management skills handling dynamic environments with tight deadlines
· Proficient knowledge of all of the BBB tools and offerings to our ABs and consumers.
· Proofing and aesthetics skills with a good eye for the visual details
· Strong cognitive skills – including problem solving, decision making and analysis
· Knowledge of office productivity software is also required Word, Excel, Google Suite, Adobe, etc. in a PC environment
· Bilingual English/Spanish preferred
· Communicate – Communicate – Communicate!
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 communicate clearly and accurately 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.

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.