POSITION TITLE: President & Chief Executive Officer  
REPORTS TO: Chairman of Board, Board of Directors

BASIC FUNCTIONS: Effectively conduct the affairs of Better Business Bureau, promoting and maintaining a positive relationship between business and public through education, dispute resolution, and voluntary self-regulation.

ADMINISTRATION

Establish administrative policies and procedures for BBB operations and activities, including all programs necessary to meet IABBB Standards for Better Business Bureau, in a matter consistent with local By-laws and policies as well as with IABBB standards, policies and procedures.

Administer and coordinate all BBB operations, including management, planning, organization, and staffing.

Establish effective and comprehensive personnel policies that include job description, performance standards and appraisals, and compensation programs; assume final responsibility for hiring, evaluation, promotion, discipline, and dismissal of employees.

Review and analyze all local and IABBB statistics and reports for planning purposes.

Evaluate existing programs to improve delivery and increase effectiveness and efficiency; identify issues, trends, and needs that develop in the community that have an impact on BBB, its members, and the public.

Monitor investigative research necessary to assure accurate, factual reporting by BBB.

Provide leadership in maintaining a positive work environment and team morale.

Fulfill responsibilities to the Board of Directors as an ex officio member of all committees, including preparation of agenda and reports, and maintaining accurate records.

Ensure legal integrity of the BBB.

Provide periodic reports and recommendations to the Board of Directors.
FISCAL

Prepare an operating budget at the beginning of each fiscal year under guidance of the Board of Directors or designated budget/finance committee.

Operate within the approved budget.

Manage the finances of the BBB, including long-range forecasts.

Present annually the accreditation dues schedule to the Board for review and approval.

COMMUNICATIONS

Serve as the principal BBB spokesperson through both media interviews and community presentations/speeches.

Maintain effective public relations, education and community outreach programs.

Develop and maintain a communications program that is responsive to the needs of the membership and the public.

Develop effective and meaningful communications with our Accredited Businesses.

Maintain regular contact with the elected officers, the Board of Directors, and BBB counsel regarding policy matters and other issues; recommend to and participate with the Board in framing BBB’s mission, goals, objectives, and related policies.

Report monthly, or as otherwise directed to the Executive Committee and/or Board of Directors and provide progress reports and recommendations on finances and BBB activity.

Monitor and assist committees of the Board.

Cooperate with appropriate government agencies in providing information, assistance and referrals while adhering to BBB policies on such matters.
Maintain appropriate relationships with other BBBs, the IABBB, government agencies, associations, local industry groups and the media to further the objectives and enhance the image of BBB.

**MARKETING**

Develop and supervise an effective program for Accredited Businesses, Accredited Business services and retention with the guidance and assistance of the Board.

Develop programs that serve the needs of the community and enhance the image of BBB.

Develop programs that serve the needs of our Accredited Businesses, support non-dues revenue development, and enhance the value of Accreditation.

Identify and test programs to market and/or expand the BBB’s services, programs and Accredited Business base.

**COMMUNITY INVOLVEMENT**

Participate actively in business and community affairs that affect BBB interests.

Maintain appropriate connections with business, consumer, and government organizations to ensure that Accredited Businesses and the public are appropriately and completely served.

Act as a resource, but not as a lobbyist, to governmental bodies that establish or revise laws, ordinances, or regulations.

Make contacts with the community to further the objectives of BBB and to identify beneficial collaborations and other sources that are unavailable through the BBB’s internal funding.
POSITION QUALIFICATIONS

· College degree or equivalent experience desirable.
· Willingness to participate in continual professional training provided by the BBB system.
· Management experience, particularly in administration, finances, marketing and personnel.
· Ability to make decisions in accordance with short- and long-term planning.
· Working knowledge of electronic communications and data system.
· Strong leadership skills.
· Ability to motivate and delegate with authority.
· Excellent oral and written communication skills.
· Excellent human relations skills: ability to deal with human diversity.
· High moral character and personal integrity.
· Good judgment and ability to be objective.
· Professionalism.
· Creativity and flexibility.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS
Office setting primarily indoors; frequent trips to meetings outside the office, including some air travel, may be required. Equipment use: PC/Laptop, telephone, copier, fax machine, AV equipment, mobile phone/PDA, printer.

Salary Range - $95,000 to $120,000