



Director of Policy and Performance Solutions

The **IABBB** seeks a **Director of Policy & Performance Solutions** to join our Performance Solutions Team. This position is responsible for leading the development and implementation of effective policies and solutions (e.g., programs, products, and services) that contribute to the organization's success, compliance, and positive impact. This position oversees knowledge management processes related to the organization's policy and solutions portfolio; making sure that policies and solutions support organizational goals and align with BBB's mission and legal requirements. This position will be responsible for identifying challenges or opportunities and developing policies and/or solutions. This position works collaboratively with the excellence committee, L&D, performance, and R&DA teams to help advance the organization.

About the International Association of BBBs, Inc. (IABBB)

The **International Association of BBBs, Inc. (IABBB)** (BBB.org) serves the 94 local Better Business Bureaus and their 160+ offices across the United States and Canada. IABBB oversees core programs such as BBB Accreditation, the BBB Code of Advertising, BBB.org—the flagship website with nearly 5.4 million Business Profiles, investigations, and consumer education.

The **BBB Institute for Marketplace Trust** (BBBmarketplacetrust.org), BBB's U.S. foundation, continues its affiliation with IABBB, managing programs such as BBB Scam Tracker, Fighting Financial Fraud, Military & Veterans Initiative.

Interactive Blue (interactiveblue.com), wholly owned subsidiary of IABBB, is a software and database design organization providing integrated solutions to the Better Business Bureaus system.

The **Better Business Bureaus (BBB)** is a non-profit with a mission to be the leader in advancing marketplace trust. BBB's vision is an ethical marketplace where buyers and sellers can trust each other.

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Essential Duties and Responsibilities

- Evaluate existing policies with the aim of minimizing complexity, help the organization grow, and bring coherence to the overall policy portfolio.
- Make recommendations to stakeholders (e.g., senior leadership team, BBB CEOs, committees) for improvements to existing policies or development of new policies.
- Stay informed about marketplace trends and regulatory changes that may impact the organization and make policy adjustments accordingly.
- Pursue opportunities to improve efficiencies and effectiveness of existing solutions (e.g., programs, products, or services).
- Propose new solutions, approaches to deliver on solutions (e.g., shared service models), and improvements to existing solutions that could help the organization grow.
- Proactively collaborates with other departments, committees, affiliated organizations, and other subject matter experts in the development & implementation of new or updated solutions, including but not limited to identifying needed technical, marketing, & legal support; creation of rollout plans; coordination with vendors; contributing to BBB training & policy creation or updates.

- Consult with internal and external stakeholders to ensure inclusion of relevant factors in current (and to be created) policies and solutions.
- Collaborates with the Research & Data Analytics team on any research or data analysis needs to inform the work on policy or solutions.
- Lead knowledge management processes, including creating and maintaining BBB Central pages related to policies and solutions, and effectively communicating policies and solutions (and their changes) to internal and external stakeholders.
- Collaborate with the Learning & Development team to: 1) develop and implement policy and solutions related educational content and programs; 2) support (including help facilitate, develop and lead) BBB learning programs for businesses (e.g., AB onboarding, AB learning days).
- Collaborates with the Excellence committee, the Director of Performance and Excellence, the Research & Data Analytics team, and other stakeholders (as appropriate), on the development and implementation of performance metrics for BBBs, including the BSSM and the respective monitoring and mentoring process that results from it.
- Provide consultative support to BBBs on policy and solutions-related topics.
- Serve as liaison to board committee(s) as assigned. Currently, this includes serving as liaison to the Excellence Committee along with any of its task forces or working groups as needed.

Qualifications

- Bachelor's degree in a related field or relative experience required. Master's degree preferred.
- At least 3 years of experience with policy development, compliance and governance.
 - Experience with BBB policy, compliance and governance strongly preferred.
- Excellent written and verbal communication skills (including active listening).
- Ability to collaborate with internal and external stakeholders.
- Time management skills with attention to detail including the ability to manage multiple projects.
- Project Management experience preferred.
- Experience in determining if policies align with organizational mission and objectives.
- Knowledge of legal considerations relevant to policies.
- Excellent knowledge management skills with prior training experience preferred.
- Comfortable with numbers and measurements of performance.
- Critical thinking and problem-solving skills.
- Proficiency in MS Office, including PowerPoint, Outlook, and Excel.

Physical Requirements

- Sit 80% of workday
- Use computer, phone/headset, and other office equipment
- Some travel may be required
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions

Equal Employment Statement

IABBB provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

IABBB Benefits

Holidays

The IABBB offers all full-time employees 12 paid holidays each year.

Personal paid time off:

The IABBB provides five (5) personal days per year for exempt and non-exempt full-time employees.

Vacation paid time off:

The IABBB provides vacation paid time off to all regular full-time employees including our part-time employees whose vacation paid time off is pro-rated based upon the scheduled number of hours worked.

Medical / Dental Benefits:

The IABBB provides Medical and Dental insurance to our employees with varying levels of employer paid contribution.

Life Insurance and Long-Term Disability

Full-time employees are enrolled in our 100% company paid life and long-term disability insurance plans.

The life insurance plan provides coverage of 1 ½ times annual salary up to a maximum of \$300,000 and the long-term disability insurance provides coverage after three months of disability.

Supplemental Insurance:

Short-term disability and vision insurance is available.

401(k) Plan

The IABBB provides a 401(k) plan with matching contribution of up to 4% deferred.

Our team is energetic, enthusiastic and passionate about our organization supporting the BBB Vision and Mission. We are looking for passionate and insightful individuals who can contribute great ideas to our organization.

To Apply

Please submit your cover letter expressing your interest, fit for the position and salary requirements along with your résumé to erisslerpratt@iabbb.org.

****Applicants for this role will only be considered if they possess current US Work Authorization, and do not require employer-sponsored VISA support to begin or remain in this role.**

As part of our standard hiring process for new employees, employment with the International Association of Better Business Bureaus will be contingent upon successful completion of a background check.
