Chief Executive Officer

The International Association of Better Business Bureaus is looking for a Chief Executive Officer.

The International Association of Better Business Bureaus (IABBB) is the network hub for Better Business Bureaus (BBBs) in the US, Canada, and Mexico. We are dedicated to honest and responsive relationships between businesses and consumers, instilling consumer confidence and advancing a trustworthy marketplace for all.

Our team is energetic and passionate about supporting our mission. We are looking for an energetic and passionate individual who can contribute great ideas and lead staff in its commitment to our mission.

Position Overview:

The Chief Executive Officer provides leadership of the Association’s operations emphasizing long-term goals, growth, and return on investment. The CEO will lead and motivate subordinates to advance employee engagement and develop a high performing managerial team.

The CEO focuses on board governance, strategic planning, capital development and other strategic needs as identified by member BBB CEOs and their local boards.

The CEO provides administrative and fiduciary oversight for our members throughout North America by working in cooperation with local BBB staff, as appropriate. The CEO will be responsible for the development and implementation of a strategic vision that considers and capitalizes upon BBB’s brand identity and voice, and execute collaborative initiatives that further strengthen the BBB’s cause.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with the board of directors and other executives to establish short-term objectives and long-range goals, and related plans and policies.
- Serves as the Association’s representative to the board of directors, employees, customers, the government, other stakeholders, and the public.
- Presents regular reports of the Association’s operations to the board of directors and to Association staff.
- Provides strategic vision for the Association.
- Performs other related duties to benefit the mission of the Association.
- Creates partnerships on behalf of IABBB.
MANAGEMENT AND ADMINISTRATION

- Oversees the ongoing operations of all departments in the Association.
- Manages and directs the Association toward its primary goals and objectives.
- Provide strategic vision and collaborative, values-based leadership.
- Oversees employment decisions at the executive level of the Association.
- Leads a team of executives to consider major decisions affecting Association mission and vision, its market positioning, and BBB affiliations.
- Demonstrates substantive knowledge regarding the Association's programs.
- Promotes a spirit of unity within the Association.
- Maintains a deep knowledge of trade association industry issues.

FISCAL MANAGEMENT AND LEGAL COMPLIANCE

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

BOARD RELATIONS AND GOVERNANCE

- Develops and communicates strategies for growth in the marketplace and within industry regulatory elements.
- Works together with the board to develop a clear vision, defined purpose, and core values for the Association, and translates the Association’s mission into realistic strategies.
- Works with the board of directors and other executives to establish short-term objectives, long-range goals, and related policies.
- Develops, maintains, and supports a strong board of directors; work with committee chairs and ex-officios providing oversight of each committee; seeks to build board involvement with strategic direction for ongoing member operations.
- Responsible for leading IABBB in a manner that supports the Association's mission.
- Responsible for communicating effectively with the IABBB board and providing, in a timely and accurate manner, all information necessary for the board to function properly and to make informed decisions.
- Coordinates with member BBB CEOs to insure KPI measurement and forecasting to support the Association’s goals.
SUPPORT FOR LOCAL BBBS

- Promotes interest in IABBB activities and programs among the membership.
- Builds and maintains effective relationships with member BBB leaders to develop high levels of access and trust.
- Strengthens the BBB brand by expanding external relationships to achieve goals and build capacity.

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 of business operations.
- Ability to establish and maintain working relationships with government agencies, community leaders, and the general public.

EDUCATION AND EXPERIENCE

- Extensive professional experience in leadership roles.
- Previous CEO or executive level experience required.
- Education may vary; an advanced degree in business administration, finance, or law or equivalent experience.
- Proven business growth and revenue generation experience.
- Experience working with and leading a remote workforce.

QUALIFICATIONS

- Experience in developing profitable strategies and implementing vision
- Strong understanding of nonprofit finance and performance management principles
- Familiarity with diverse business functions including marketing, PR, and finance.
- In-depth knowledge of nonprofit governance.
- An entrepreneurial mindset with outstanding leadership skills.
- At least three years in nonprofit environment preferred, with experience in board governance, strategic planning, and related work.
- Analytical abilities and problem-solving skills.
- Excellent communication and public speaking skills.
- Demonstrated ability to collaborate with staff.
- Leadership that is transparent and is of highest integrity.
The International Association of BBBs, Inc. (IABBB) (BBB.org) serves the 100 local Better Business Bureaus and their 160+ offices across the United States, Canada, and Mexico. 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) is BBB’s U.S. foundation, managing programs such as BBB Scam Tracker, Fighting Financial Fraud, Military & Veterans Initiative, etc.

To Apply

Please submit your cover letter, résumé and salary requirements via Indeed. IABBB is an equal opportunity employer.