



# Job Description

**Job Title:** Business Relations Consultant  
**Classification:** Non-Exempt  
**Department:** Business Development  
**Reports to:** Business Development Manager

## **BBB CORE VALUES:**

BBB has been building better business to create a trustworthy marketplace for over 100 years. As a respected nonprofit, our committed and dedicated staff initiate and manage the honorable customer experience by holding our marketplace accountable to BBB's 8 Standards of Trust. Those Standards are Build Trust, Advertise Honestly, Tell the Truth, Be Transparent, Honor Promises, Be Responsive, Safeguard Privacy and lastly, Embody Integrity. All of us at BBB champion these 8 Standards of Trust in all that we do.

## **POSITION OVERVIEW:**

The Business Development Representative (BD Rep) contributes to the organization's success by determining the eligibility of prospective businesses and extending an invitation for BBB Accreditation to those who meet all of BBB's standards of accreditation.

## **WHO WE WANT:**

**Charismatic networkers.** Relationship-savvy people who intentionally make connections with both external contacts and internal partners. You are the face of BBB!

**Customer-oriented achievers.** Representatives with an unparalleled work ethic and customer-focused attitude who bring value to their partnerships.

**Dedicated achievers.** People who thrive in a fast-paced environment and will stop at nothing to ensure a project is complete and meets standards and expectations.

**Self-directed initiators.** People who take ownership of their work and need no prompting to drive productivity, change and outcomes.

**DUTIES AND RESPONSIBILITIES:** includes the following and other duties as assigned.

- Comply with all BBB guidelines for Business Development Representatives
- Make a minimum of 80-100 calls and 2-3 hours of talk time daily
- Utilize the "one call close" method, avoiding multiple "follow-ups", or "chasing"
- Ensure that any company contacted does not appear on BBB's Do Not Solicit List and follow all DNS/DNC policies.
- Communicate professionally, honestly, and consistently by adhering to scripted presentation
- Provide high quality service at all times to current and potential AB's.
- Advise businesses of their invitation to apply for accreditation or their failure to meet BBB's standards
- Explain BBB accreditation value, answer questions and concerns and procure application along with the annual investment
- Fully execute application in accordance with policies
- Maintain minimum departmental production level of 12 new applications per month
- Adhere to and abide by the BBB code of conduct and ethics
- Attend BBB and training meetings as necessary



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## QUALIFICATIONS

To perform this job successfully, an 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.

- 2-3 years proven sales success experience
- Knowledge of office administrative procedures and ability to operate and troubleshoot most standard office equipment.
- Highly proficient in MS Office applications (Word, Excel, Outlook)
- Excellent communication skills, both verbally (in person and via phone) and in writing.
- Ability to deal with pressure in meeting sales quota
- Work cooperatively with other staff in various departments
- Ability to multi-task and learn quickly
- High level of interpersonal skills and ability to handle sensitive information and documents with confidentiality
- Minimum of High School Diploma or equivalent; Associates Degree preferred.
- Proven success in a professional sales environment
- Possess superior telephone skills
- Any equivalent combination of education and experience that provides the required knowledge, skills and abilities

## PREFERRED ATTRIBUTES:

- Ability to communicate fluently in Spanish and/or Arabic (read, speak, write, understand)

## 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 clearly and accurately communicate 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.

## ACCOUNTABILITIES: (Success Factors)

- Satisfactory attendance, promptness, time management, and attention to detail.
- Willingness to go the extra mile
- Delivery of world-class customer service, both internally and externally
- Participation as a team player
- Contributions to the vision, mission, and goals of BBB
- Developing ways to save time or money in the execution of the mission



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- 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.
  - Follow up and provide closure to all requests.
  - Communicate – Communicate – Communicate!

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.

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Employee Printed Name

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Printed Name

\_\_\_\_\_  
Supervisor Signature

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Date

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