

BETTER BUSINESS BUREAU SERVING NORTHEAST FLORIDA & THE SOUTHEAST ATLANTIC

POSITION TITLE:	President and Chief Executive Officer
REPORTS TO:	Chairman of Board, Executive Committee, Board of Directors
BASIC FUNCTIONS:	Effectively conduct the affairs of the Better Business Bureau of NEFLA &SEA 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 Bureau operations and activities, including all programs necessary to meet IABBB Standards for Better Business Bureau, in a matter consistent with By-laws and policies as well as with IABBB standards, policies and procedures.

Administer and coordinate all Bureau 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 the Bureau, its members, and the public.

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

Provide Leadership in maintaining a positive work environment and office morale.

Represent the BBB in a manner that upholds its image and reputation.

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 Bureau.

Provide period reports and recommendations to the Board of Directors.

FISCAL

Prepare an operating budget for approval under the guidance of the Executive Committee or Board of Directors and to be submitted one month prior to the fiscal year.

Operate within the approved budget.

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

COMMUNICATIONS

Serve as the principal Bureau spokesperson for media events and conferences.

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.

Maintain regular contact with the Board of Directors and the Bureau counsel regarding policy matters and other issues; recommend to and participate with the Board framing of the Bureau'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 bureau activity.

Cooperate with appropriate government agencies in providing information, assistance and referrals while adhering to the BBB policies on such matters.

Maintain appropriate relationships with other Bureaus, the International Association of Better Business Bureaus, government agencies, associations, local industry groups and the media to further the objectives and enhance the image of the Bureau.

MARKETING

Develop and supervise an effective program for membership, membership services, and member retention with the guidance and assistance of the Board.

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

Identify and test programs to market and/or expand the Bureau's services, programs, and membership base.

COMMUNITY INVOLVEMENT

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

Maintain appropriate connections with business, consumer, and government organizations to ensure that members 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 the Bureau and to obtain other sources that are unavailable through the Bureau's internal funding.

POSITION REQUIREMENTS

A college degree in a business-related field is preferred.

Substantial management experience, particularly in administration, finance, marketing, and personnel.

Non-profit management experience is preferred, and BBB experience will receive preferential consideration.

Ability to make decisions in accordance with short- and long-term planning.

Good 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.

Strong computer skills including proficiency in MS Office (Word, Excel, PowerPoint & Outlook) & QuickBooks.

HOW TO APPLY

Prospective candidates are invited to submit a detailed resume to the Larry Thomas, Chairman of the Board in care of HR@bbbnfla.org. Confidentiality is guaranteed.