



Job Description

Job Title: Business Specialist
Classification: Non-Exempt
Department: Customer Engagement
Reports to: Director of Operations

BBB CORE VALUES:

BBB has been building a better business to create a trustworthy marketplace for over 100 years. As a respected nonprofit, our committed and dedicated staff initiate and manage 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 primary responsibilities of the Business Specialist are to respond to telephone inquiries, emails, faxes, and letters from consumers and businesses, with a specialization in consumer complaint-related inquiries. This position also handles inquiries about scams, provides business reviews, and refers consumers to other organizations that deal with inquiries that are outside of BBB purview.

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

- Greet and provide direction to visitors to BBB offices
- Answer public telephone lines (calls from consumers and businesses), with a special emphasis on complaint-related inquiries. At peak call volume times, provide advice/counseling as required for general inquiries of consumers and businesses that may include the following:
 - BBB Business Profile data
 - BBB consumer tips, scam notifications, etc.
 - Referral to outside agencies on matters outside BBB purview, such as labor issues, internet crime, reports of illegal activity, etc.
- Maintain notes, advisories and contact records in BBB database and complaint system for business records related to complaint inquiries.
- Update database records as needed to facilitate complaint resolution
- Attend department meetings as well as other BBB meetings
- Attend trade shows and seminars as required

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 accommodation(s) may be made to enable individuals with disabilities to perform the essential duties.

- Associates degree or combination of education and experience relative to the position
- Minimum of five years of progressively more complex administrative work experience
- Proven ability to exhibit professionalism and work under pressure
- Ability to prioritize and reprioritize work to meet deadlines.
- Excellent communication skills, orally and in writing
- Strong organizational habits



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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 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 being 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 and money in the execution of the mission
- 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/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.