

# Member Care Coordinator

Tennessee REALTORS®

## Job Summary

The Member Care Coordinator serves to assist in the implementation of programs and goals for the Administration Department and/or other groups as directed by the CEO. This position reports directly to the Executive Services and Operations Administrator. (Exempt Employee)

## General duties include but are not limited to:

- Review any online support request submitted by members through the websites Help Desk and redirect to department best suited to handle.
- Become familiar with programs, products, policies and services of the Association well enough to promote activities when questioned by members.
- Become a resource to the AE community. Become familiar with general association practices. (i.e.: bylaws, parliamentary procedures, governing documents maintenance, MLS, professional standards, antitrust compliance, dues formula, governing policies and procedures.)
- Be a general resource to members including new members. Work to keep members informed of Tennessee REALTORS® services and that of the Tennessee Real Estate Commission.
- Serve as a membership policy and billing resource for staff and local associations.
- Conduct research and manage/carry out special administration projects independently as assigned.
- Responsible for maintaining committee and leadership records in national database.
- Prioritizes conflicting needs; handles matter's expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- May attend meetings and programs as directed. When in attendance perform duties as assigned.
- Database Management: Assist with updates and postings in the RAMCO database, achieves database and other systems as assigned.
- Perform administrative functions including, but not limited to, initiating and preparing memos and other correspondence, making photocopies, sending faxes, preparing mailings, and other activities as requested.
- Provide back-up assistance for front desk (Administrative Assistant) and duties associated. Assists with matters the Administrative Assistant is unable to address.
- Assist in making copies and putting materials together for committee and other meetings upon request including meeting notices, agendas and other materials.

- Be familiar with Tennessee REALTORS® strategic plan and be responsible for implementation of items as assigned.
- Maintain friendly, helpful and courteous attitude in all contacts with Association staff, members association's staff, leaders, membership at large and the public.
- Greets office visitors with a smile and friendly confidence.
- Distributes incoming mail and deliveries.
- Organization and maintenance of files and documents and keep common areas clean.
- Provides support to other departments as assigned.
- Performs other duties as assigned by the Executive Services and Operations Administrator or CEO

### **Required Skills/Accreditations**

- Organizational and Management Skills including the ability to multi-task.
- Strong Computer literacy with emphasis on Microsoft applications, QuickBooks and data management applications. Mac experience preferred.
- Has an understanding of the process of a volunteer organization.
- Must be a good project manager.
- Must be attentive and creative, possess the ability to work with and adapt to all types of people and exhibit patience, perseverance and persuasiveness.
- Must be self-motivated and ability to have initiative.
- Ability to maintain confidential information.
- Ability to produce professional documents with minimal amount of errors; includes spelling, punctuation and grammatical errors;
- Must be skilled as a communicator, have strong interpersonal skills. Ability to clearly and pleasantly communicate both verbally and in writing with members, management and co-workers, both in person and by telephone. and have ability to build consensus.
- Fosters and contributes to a positive team environment. Must be a team player and contribute positive energy.
- Ability to work cohesively with co-workers
- Ability to work well under pressure, dealing with many member requests/questions within a short period of time.
- Customer service oriented with a desire to create memorable member experiences.
- Ability to use various office equipment.
- Must be able to lift 20 to 40lbs.

### **Preferred Skills/Accreditations**

- REALTOR® Association Experience a plus.
- 2 year degree in related field.
- Minimum 3 years relevant experience.

Additional Salary Information: Must send cover letter, resume, and salary requirement to: [employment@tnrealtors.com](mailto:employment@tnrealtors.com) (Only complete applications will be considered).