

PROFESSIONAL STANDARDS DIRECTOR TENNESSEE REALTORS®

Job Summary

The Professional Standards Director will process ethics complaints and arbitration request as per the National Association of REALTORS® Code of Ethics and Arbitration Manual. This position serves as staff administrator and legal counsel for the Association during ethics and arbitration hearings and responds to consumer and member inquiries on Code of Ethics issues and services. The Professional Standards Director will also work to facilitate an annual training program for Committee members. This position reports to the CEO, keeping the CEO informed as to the accomplishments and developments. (Exempt Employee).

General duties included, but are not limited to:

- Shall devote the time and effort necessary to carry out the objectives and directives of the Association.
- Participate in the execution of the strategic plan of the association and assist in the implementation of the plan.
- In depth understanding and working knowledge of the National Association of REALTORS® Code of Ethics and Arbitration Manual. Adhere to specific timelines as outlined in the manual.
- Serve as contact on matters related to the professional standards process.
- Review and process all requests for arbitration, mediation, ethics complaints, ombudsman and mediation assistance, in a timely manner. Answer questions as need
- Prepare cases for grievance tribunal review on a timely basis.
- Coordinate and disseminate hearing materials.
- Gather hearing panels according to policy and provide administrative support and guidance to hearing panels.
- Consistently maintain organized files for active and archived cases and inquires including but not limited to the maintenance of phone and email customer service between local association offices, NAR and other association staff members.
- Gather and maintain professional standards statistics for internal and external dissemination.
- Lead/arrange professional standards related training for volunteer members.
- Attend NAR meetings and programs as directed and, when in attendance, perform such duties as assigned by the CEO.
- Upon request, visit Tennessee local associations to promote professional standards administrative program, educate members and promote the code of ethics, with the approval of the CEO.

- Serve as staff liaison and assist in the implementation of programs and goals for Code of Ethics enforcement programs, and other assigned committees and/or advisory groups as directed by the CEO. Responsible for preparing agendas and minutes. Notify Committee members of meetings; Set up Committee rosters and track meeting attendance; Prepare meeting rooms. Follow up recommendations to the Committee that require Board of Directors' action. Fosters a good working relationship with the committee leadership.
- Works to establish Tennessee REALTORS® as the voice of real estate in the state of Tennessee
- Oversight and completion of NAR core standards as related.
- Create pertinent and timely articles / videos on risk management and professional standards issues as requested.
- Responsible for operating within the approved annual budget and within the guidelines of the Tennessee REALTORS® policies.
- Has access to and works regularly with information of a highly sensitive, highly confidential and critical nature.
- Advise the CEO on all related matters and carry forth directives.
- Performs other duties as assigned by the President/CEO.

Qualifications:

- Strong Computer literacy with emphasis on Microsoft applications.
- Understanding of the process of a volunteer organization is important
- Must be an effective organizer.
- Must have the ability to assure the accuracy and validity of work.
- Must be alert and creative, possess the ability to work with and adapt to all types of people and exhibit patience, perseverance and persuasiveness.
- Must be skilled as a communicator, have strong interpersonal skills, and have ability to build consensus.
- Must be flexible with respect to work schedule.
- Must be self-motivated and ability to take initiative.
- Must be an effective communicator.
- Strict adherence to deadlines
- Professional, mature demeanor acting as a representative of Tennessee REALTORS®.
- Fosters and contributes to a positive team environment. Proven ability to work collaboratively with others.
- Able to maintain confidentiality and remain neutral.

Preferred Skills/Accreditations

- College degree in related field
- Minimum 5 years relevant experience.

- Law degree/legal experience
- REALTOR® Association experience a plus (especially if experienced with Professional Standards Process).

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