



Williamson County Association of REALTORS®

JOB TITLE: Membership Services Coordinator
DEPARTMENT: Membership
REPORTS TO: Chief Executive Officer
FLSA STATUS: Exempt

Please email resume and cover letter to Bo Patten at bo@wcartn.org

The Membership Services Coordinator supports WCAR's goals, values and philosophy by exhibiting the following behaviors: excellence, quality service, commitment and accountability. As a member of the WCAR team, performance includes demonstration of the following accountabilities: communication, teamwork, job knowledge and leadership.

POSITION SUMMARY

The Membership Services Coordinator performs high level administrative duties that support the organization and its members. The position is a vital member of the team and is responsible for assuring superior customer service to all association members and successful operations of the front office. This position performs a wide variety of administrative support functions with minimum guidance, frequently in a confidential fashion. A successful candidate will act as the central point of contact for all association members therefore will play a primary role in promoting a professional image and valued reputation.

ESSENTIAL FUNCTIONS

- Being the first contact and support to WCAR members and potential members by explaining membership requirements, rates, rules and regulations, and application process.
- Prepare invoices and follow-up, receive monies, and maintain payment records for membership meetings, special programs and events and their sponsors.
- Type correspondence and maintain a filing system related to membership records.
- Maintain current membership records for the local, State, and National Database systems, making changes/additions/deletions to M1, formally NRDS, on a timely basis.
- Maintain an invoicing, payment, and follow-up system for membership dues, fees, and unpaid charges related to membership and education courses.
- Process applications for membership, maintaining list of new applicants required to complete the New Member Orientation Program.
- Submit list of new applicants to the Member Services Advisory Group for verification, and upon re-verification, submit list to Board of Directors for approval.
- Submit list of new applicants to be listed in monthly newsletter, added to online directory and List Serve, etc.

- Prepare and email notices of satisfactory completion of the Orientation Program to new members and their respective Designated REALTORS®
- Prepare paperwork necessary for making State and National dues payments in a timely fashion for new members, as well as for renewal dues.
- Prepare new member certificates, packets, cards and REALTOR® pins.
- Process transfers, deletions, and changes as they relate to membership records and education courses.
- Notify Managing Brokers on an annual basis confirming agents' membership and invoicing for registered agents where necessary.
- Participates in all staff meetings and development opportunities
- Attend membership meetings, special programs and events and assist with preparations and on-site registration as required by the CEO.
- Review MLS roster additions and changes, and prepare follow-up correspondence as deemed necessary (i.e. letters to potential new members, transfer letters/invoices, changes in email addresses, etc.).
- Work with other staff members to support WCAR members with all concerns.
- Able to react to change productively and handle all other duties/essential tasks as assigned.
- Managing, stocking, and selling items in the WCAR Board Store.
- Being the liaison for Sentri and Realtracs in the WCAR office. Making sales and offering support.
- Oversees lockbox services, maintains sufficient inventory, and assists members with updating Sentri Cards.
- Being the first point of contact for the WCAR phone system.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

3 years related experience is preferred

Excellent written and verbal communication skills

Exceptional listening skills and patience

Extensive knowledge of all Microsoft Office applications

Ability to multi-task and successfully problem solve to naturally project a positive, energetic, and professional image

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Position is in an office setting that involves everyday risks or discomforts that require normal safety precautions. Ability to walk, stand, and sit (including on the floor) for long periods of time. Must be able to lift and carry supplies weighing up to 20 pounds. Ability to stand or sit while maintaining alertness for several hours at a time. Position may require bending, leaning, kneeling, and walking. Ability to speak concisely and effectively communicate. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency. Ability to view/enter data for long periods of time.