

PROFESSIONAL STANDARDS ADMINISTRATIVE ASSISTANT

Tennessee REALTORS®

Job Summary

Tennessee REALTORS® is seeking a full-time administrative assistant in the Professional Standards Department. This position will report the Professional Standards Director and provide administrative support for the Professional Standards/ Code of Ethics complaint process. (Non-Exempt Employee)

General duties include but are not limited to:

- Assist and supports the Professional Standards Director.
- Maintain calendar and to-do lists and follow up as needed with regard to deadlines, etc
- Create/ maintain case files and organizational system. Works with the RAMCO Data base system.
- Monitor online complaint-filing system and assess needs for follow-up action
- Create and edit case forms/ templates
- Assist with scheduling/ organizing committee meetings, creating officer/ speaker name placecards, copying meeting materials, taking meeting minutes, etc
- Assist with data collection and report creation
- Assist with monitoring required training sessions (keep attendance, assist members with technological issues, etc)
- Liaise with software vendor regarding processing needs and concerns
- Assist with overflow work, including word processing, data entry and Internet research tasks of all departments.
- Provides a bridge for smooth communication between executive office and internal departments; demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- Provide back-up assistance for front desk as needed. Answer incoming calls in timely manner and responds to phone inquiries by determining member's needs and specifications for referral to appropriate department.
- Maintains discretion and confidentiality in relationships with members.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Perform such other duties as requested by the Professional Standards Director or the Chief Executive Officer.

Required Skills/Accreditations

- Organizational skills including the ability to multi-task.
- Strong computer literacy with emphasis on Microsoft applications and data management applications. Mac experience strongly preferred.

- Must be attentive to detail and creative.
- Understands the process of a volunteer organization.
- Must be skilled as a communicator, with strong interpersonal skills possessing the ability to work with and adapt to all types of people and exhibit patience.
- Ability to clearly and professionally communicate both verbally and in writing with members, management, and co-workers, both in person and by telephone.
- Must be self-motivated and disciplined.
- Ability to maintain confidential information.
- Must be a team player and contribute positive energy, working cohesively with co-workers within and outside of your department.
- Ability to produce professional documents with minimal number of errors; includes spelling, punctuation, and grammatical errors.
- Ability to work well under pressure, dealing with many member requests/questions within a short period of time.
- Ability to use various office equipment, including but not limited to, calculators, photocopiers, and facsimile machines.
- Fosters and contributes to a positive team environment. Must be a team player and contribute positive energy.

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Preferred Skills/Accreditations

- Bachelor's degree preferred.
- Previous administrative, legal support, or REALTOR Association experience preferred.

Hours

- **8:30 a.m. - 4:30 p.m. M-F (In Office)**

Must send cover letter, resume, and salary requirements to: employment@tnrealtors.com (Only complete applications will be considered).