

MULTIPLE LISTING SERVICES COORDINATOR
RPAC Liaison
JOB DESCRIPTION

Job Title: Coordinator of Multiple Listing Services; RPAC Liaison

Status: Full time, Non-Exempt

Reports to: CEO

Number of Direct Reports: 0

Revision Date: June 2024

POSITION SUMMARY:

The MLS Coordinator is responsible for handling operational issues and providing support for the MLS system while ensuring accuracy and usefulness for members.

MLS ESSENTIAL FUNCTIONS:

- Provides keen oversight of the MLS needs of the association, and Responsible for management of the daily activities and operation of the MLS division.
- Possesses full knowledge of the MLS Rules and Regulations, lock box rules and regulations, and policies and procedures.
- Maintains partnership with MLS vendor support system.
- Assists and develops a plan to provide training to MLS users.
- Troubleshoots MLS problems and communicates with CEO to ensure members' needs are met, and oversight and administration of customer service and satisfaction for all MLS services and products delivered.
- Receives and verifies listing contract, or other documents for compliance to the MLS Rules and Regulations.
- Audits MLS data against MLS Rules and Regulations.
- Provides MLS technical and phone support for all MLS search products.
- Identifies and successfully resolves MLS listing problems.
- Manages Internet Data Display (IDX)/RETS (Real Estate Transaction Standard) programming. Maintains IDX vendor list, requested paperwork, and communicates with MLS system to ensure accuracy of billing from IDX vendors.
- Processes complaints related to IDX violations.
- Handles fines and ensures the collection of fines in accordance with policy.
- Ensures membership is informed with any changes to the MLS in coordination with staff.
- Writes custom internal reports as required.
- Implements data integrity policies.
- Assists in webpage, graphic design, videography, and social media upkeep.
- Ensures the CEO is informed of any problem with the system or membership.
- Serves as staff Liaison for MLS Committee for purposes of minutes and input to the meeting.

- Stays informed with NAR technology initiatives and recommends appropriate integrations with MLS activities.
- Looks for ways to offer MLS training via onsite, web, and other progressive learning opportunities.
- Assist the CEO to ensure MLS bylaws and policies are kept current and up to date.
- All other duties as assigned by the CEO.

RPAC Staff Liaison

Essential Functions:

- Serves as staff liaison, along with CEO, at each RPAC Committee meeting
- Assists RPAC Committee with the planning and execution of the Major Investor Event each year
- Assists RPAC Committee with the planning and execution of RPAC-A-THON each year
- Handles the Aristotle billing program with NAR and TN REALTORS®
- Responsible for assuring current RPAC literature is available for members
- May attend State Advocacy training in the fall (or whenever scheduled) of each year in Nashville

General

- Assist in any area needed.
- All positions will be cross trained.
- General cleaning, set-up and clean-up required before and after events/classes.
- Ability to assist with special events as needed including political activities and holiday events.
- ***Occasional attendance at special events that may occur after regular office hours.***
- Assist in the setup and cleanup before and after education classes, meetings, and special events.
- Ensure the training room is prepared, ***clean and set up the day before a class or event.***
- Other duties as assigned by the CEO.
- Job descriptions may be changed at any time as needed by the CEO.

CONFIDENTIALITY

Maintain strict confidentiality of all association matters including financial, committee, and Board matters.

QUALIFICATIONS:

- Proficient in technology, computer programs and maintenance of website and social media, Gmail, and Microsoft Office.
- At least 3 years of experience in MLS real estate, Association experience preferred, or a vast knowledge thereof.
- Highly effective at “multitasking”
- Excellent written and verbal communication skills
- Attention to detail and extremely organized.
- Business Acumen – Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.
- Exceptional customer service and support skills
- A good team player
- Ability to successfully problem solve to ***naturally project a positive, energetic, and professional image.***
- Attention to detail.
- Adaptable to Change

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. Ability to walk, stand, and sit (including on the floor) for long periods of time.
2. Must be able to lift and carry supplies weighing up to 20 pounds.
3. Ability to stand or sit while maintaining alertness for several hours at a time.
4. Position may require bending, leaning, kneeling, and walking.
5. Ability to speak concisely and effectively communicate.
6. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
7. Ability to view/enter data for long periods of time.