

JOB DESCRIPTION

TYPE: FULL TIME- PERMANENT
HOURS: MONDAY – FRIDAY 8:30 am – 5:00 pm
TITLE: Director of Professional Services
REPORTS DIRECTLY TO: CEO

GENERAL MEMBER ASSISTANCE

Champion of “Raving Fans” customer service protocol! Greets all visitors to association and is the primary receptionist and first line on answering phones and directing calls. Assist as called upon with the general business of the association, including answering phones, greeting members, and completing transactions. To assist in covering lunch breaks.

MLS MANAGEMENT

Responsible for keeping apprised on all MLS rules, regulations, NAR mandates and/or changes. Responsible for following and implementing association policies for late fees and reinstatement of MLS users.

Primary contact for all MLS programs and user access. Provides regular communication to users through MLS messaging system, electronic newsletters and any and all other potential means of communication to ensure users are always up to date.

Provides regularly scheduled MLS training programs for in house and “in Office” programs to ensure best quality of service for all MLS users within association. Ensures new members receive MLS information and access as well as monitors their training pursuant to Association guidelines.

Administers MLS Data checker program. Processes MLS violations in accordance with Association’s MLS policies and procedures.

Monitors and administers any additional platforms associated with the MLS program, offered to the users. Including, contract dates, renewals and costs associated.

Attends and reports to MLS committee any pertinent issues upon approval of Executive Officer.

RECORDS MANAGEMENT

Add Member pictures into AMS module. Record, log and preserve historical records of the association in accordance with the policy set for same. Prepares the Presidential Memory Book.

EDUCATION COORDINATOR

Responsible for working with career development committee to plan RCAR education and learning programs. Setting of courses, submission of roster to TREC, submission of invoices for payments.

SCHOLARSHIP COORDINATOR

Responsible for timely tasks involved in all scholarship programs (That’s Who We R, Van Marler Education Scholarship, Chattanooga State Foundation and Cleveland State)

LOCKBOX COORDINATOR

Responsible for Annual Lockbox Audit, ordering and inventory of lockboxes.

EVENT OPERATIONS

Primary contact for all tasks relating to the planning, executing, posting and reporting of all association events. Manages the appropriated budget for said events and follows through on any reimbursements and/or refunds related to credit and funds of the association’s budget for events.

MEETING ROOM MANAGEMENT & EVENT OPERATIONS

Coordinate use of meeting room, book all external events, review contract and manage event services for committees. Check and secure all equipment for in-house and off-site events, set & strike room for activities.

SUPRA COORDINATION

Responsible for SUPRA management, training and operations for the association.

AWARDS MANAGEMENT

Order awards annually. Submit RCAR recipient to TAR for consideration.