

# **NORTH SHORE ASSOCIATION OF REALTORS®**

## ***TITLE: ADMINISTRATOR OF ADVOCACY & PROFESSIONAL STANDARDS***

### **POSITION SUMMARY:**

This position is primarily responsible for Government Affairs, Professional Standards, information systems and governmental affairs roles and assists the Chief Executive Officer in a wide variety of managerial and communication roles.

### **ESSENTIAL FUNCTIONS:**

#### **Government Affairs**

Tracks and analyzes regulatory issues of significance to the real estate industry and communicates pertinent information to membership in a timely fashion; coordinates and encourages member involvement in legislative action at the local, state and national levels.

Serves as NSAR staff liaison to the Government Affairs Committee (Town Monitors/State Political Coordinators), RPAC Work Group, and additional focused work groups as may be created.

Responsible for Calls for Action mobilizing and motivating volunteer participation and related communications regarding issues and to achieve fundraising goals.

Serves as NSAR's link to the NAR REALTOR® Party securing grants and services to support NSAR's Government Affairs programs.

Responsible for writing member communications related to government affairs and industry issues for the Association's newsletters, blogs, social media, magazine and other platforms.

#### **Professional Standards**

Serves as the Association's Professional Standards Administrator overseeing and administering all phases of the Ethics, Arbitration, Mediation, Code of Ethics enforcement and Ombudsman procedures from initial complaint to resolution.

Fields call relating to complaints against REALTORS® from members of the public as well as members of the Association or other local Associations.

Prepares all related documents, case file, and correspondence prior to, during and after hearings and create well organized and detailed individual files.

Makes presentations and or provide member training to ensure Committee Members and Board are well trained on NAR policies.

Serve as Staff Liaison to the Grievance and Professional Standards Committee (includes Ombudsman and Mediation Officers).

Provides advice and information to the Realtor community relative to Massachusetts real estate law, accepted business practices, and professional resource tools such as the MLS; assists members in promoting responsible land use and related home ownership matters.

### Information Systems/Technology

Responsible for the technology and information needs of the Association, planning, maintaining and anticipating needs to keep current and provide a platform to maximize staff efficiencies. Prepares annual and capital budget for all Technology.

Prepares and maintains statistical data and analysis for the Association, Directors, and external media sources. As the system administrator, provides information management support for NSAR staff including use of personal computer systems, accessing outside technical support.

Additionally:

Assists with the day-to-day management of the Association to assure efficient and responsive operations for members and other constituent groups such as directors and the surrounding community served by the NSAR.

Supports the mission and purpose of the Association, including the Strategic Plan, Board activity, and the work of various standing committees by preparing agenda, personal attendance, and ongoing guidance for project follow-through. In the absence of the Chief Executive Officer, serves in that capacity at meetings and business events.

Coordinates sponsorship and advertising sales opportunities, which bring revenue to the Association; serves in the role of staff committee liaison as assigned.

Performs related duties as may be necessary in the spirit of a dedicated NSAR team member and as may be assigned by the Chief Executive Officer to ensure responsive and reliable services to members, directors, and to the community at large.

### Ideal Candidate Requirements

- Knowledge of the real estate industry through practice or education is preferred. Experience in government affairs and/or professional standards with a REALTOR Association preferred.
- Bachelor degree in public policy, business, law or related.
- Strong communication skills both written and verbal.
- Strong technology skills and proficiency.
- Proven ability to make effective presentations verbally and in writing.

- Ability to effectively communicate with the public and collaborate and partner with local organizations, state/national associations and members
- Understanding of industry laws, policies and practices preferred
- Ability to establish and maintain effective working relationships with association members and government officials
- Experience in political action committee fundraising desired
- Project management skills
- Handle sensitive situations with tact, diplomacy and confidentiality
- Ability to work independently under minimal supervision and in a team
- Demonstrated ability to handle multiple projects and deadlines on a variety of subject matters, to learn quickly and get up to speed on a variety of subject.