



**Job Title:** Member Relations Account Manager  
**Department:** Business and Professional Development  
**Reports To:** Director of Business and Professional Development  
**FLSA Status:** Exempt

**Position Summary:** The Member Relations Account Manager is responsible for developing and executing member recruitment and engagement strategies aimed at increasing the Austin Board of REALTORS® Broker Involvement and Affiliate Member base.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develop and maintain an Affiliate Membership recruitment and retention strategy.
- Manage current Affiliate Member account activities.
- Acts as a liaison to Brokers by planning and coordinating trainings, and office visits with independent judgement
- Help promote and maintain a positive company image
- Maintains in-depth knowledge and awareness of relevant industry topics to identify, develop, and present curriculum for Brokers and their agents.
- Maintain in depth knowledge on the use of systems, databases, regulations, and has the ability to explain ABoR and ACTRIS policies, rules, and member benefits to Brokers.
- All administrative duties associated with fulfilling and executing contracted agreements.
- Serve as a liaison to the Affiliate Committee. Manage the activities of the committee within the committee charter and budgetary constraints.
- Build rapport and manage relationships with new and existing Affiliate members.
- Seek new business development opportunities and partnerships to generate and raise Affiliate advertising revenue to the association and build the Affiliate Membership base.
- Interact with members and the public using various communication vehicles.
- This position will be expected to attend Affiliate member functions which some may be on nights or weekends.
- Collaborate on the development of a comprehensive marketing and media kit to aid in implementing a recruitment and retention strategy.
- Demonstrate base-level of Member services knowledge and support the Member Services and Professional Development departments as assigned.
- Other duties as assigned.

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

- **Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate and Strong communication and interpersonal skills with the ability to build and maintain relationships

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

**Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

**Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Quality** - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

**Mathematical Ability:**

Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

**Reasoning Ability:**

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Microsoft Office Suite, Excel, use of the internet and the ability to learn specialized software abilities.

**Certificates and Licenses:**

N/A

**Supervisory Responsibilities:** N/A

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Supervisor/Manager Signature**

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**Date**