



Job Title: MLS Solutions Supervisor
Department: MLS
Reports To: Deputy Director of MLS Services
FLSA Status: Exempt

Position Summary: Analyze, develop, organize, lead and implement new technology solutions and enhancements that support the organization's products and services. Manages and directs the activities and operations of MLS product support team.

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.

- Lead, manage, and direct four employees in the innovation and support of our MLS system, products, and data services.
- Distributes workload to product support team; monitors and reviews performance.
- Research, present, plan, develop, and implement projects and tasks. These projects may include vendor review process, product implementations, end user support, and training.
- Interfaces with senior management, to obtain requirements, resources, and/or change authorizations, along with presenting status updates and emerging issues during the change lifecycle.
- Reviews and analyzes subscriber information; transforms information into specifications to be used for product development.
- Possesses and maintains thorough knowledge of RESTful API programming, SSO protocols, and application integration strategies.
- Assess and determine hardware, software or system functional specifications utilizing systems analysis techniques and procedures, including consulting with end users and third parties.
- Acquire and maintain knowledge of association products and services.
- Analyze and diagram MLS data flow and processes.
- Identify inefficiencies and work with product vendors to remediate.
- Prepare specifications for internal and external developers.
- Develop collaborative relationships with vendors, suppliers and staff.
- Provide leadership that guides peers and subordinates.
- Provide MLS department services. This will include, but is not limited to: providing product support services, providing MLS rules and general policy information, supporting content licensing programs, and promoting products and services to members, staff, and third party vendors.
- Other duties as assigned.

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

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.

Cultural Awareness- The capacity to recognize and value diversity as strengthening aspect of the workplace, to be willing to explore self-assessment, with positive intent manage the dynamics of difference, acquire and practice cultural knowledge and adapt to diversity and the cultural contexts of the communities one works and serves in.

Commitment to Excellence- Must demonstrate a commitment to quality by taking pride in your work and strive to deliver the best possible results. Actively looks for opportunities to improve the way you work, generate ideas for streamlining processes and consistently working to produce the best work product.

Adaptive to Change/Flexible (general)- Commits to drive change initiatives, receptive to frequent change occurring within the workplace. Exhibits an openness to different and new ways of doing things. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Adaptive and Change Management/Flexible (leaders)- Ability to streamlining services, adjust budgets, reposition team roles to improve performance. Consistently drive change initiatives by being receptive and open to frequent change occurring within the workplace. Demonstrates strong people skills and define and articulate a clear direction for employees and customer (if applicable) understand. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Attention to Communication- Ability to convey information cross functionally and to ensure that information is passed on to others who should be kept informed. Consistently ensures that others directly involved in a work project, initiative or effort are kept informed about changes, modifications, developments, and deliverables. Committed to sharing important information in a timely manner and as appropriate. Leverages multiple channels or modes of communicate important information (example: phone, text systems, memos, newsletters, meetings, electronic mail).

Managing Competing Priorities-Ability to reprioritize tasks and projects, maintain and/or negotiate deadlines when needed. that works for both of you. Ability to reprioritize often and consistently affirm and oversee current priorities and adjust when the priorities shift, ideally while maintaining professional working relationships.

Detail oriented – Must have strong attention to detail and be able to prioritize and manage multiple tasks simultaneously.

Cost Consciousness - Works within approved budget. Conserves organizational resources.

Project Management - Coordinates projects. Communicates changes and progress. Completes projects on time and budget.

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.

Innovation - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

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:

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Read, analyze and interpret scientific and technical journals, financial reports and legal documents. Respond to inquiries or complaints from customers, agencies or members of the business community. Write speeches and articles for publication.

Mathematical Ability:

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Apply concepts of basic algebra and geometry.

Reasoning Ability:

Define problems, collect data, establish facts and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Microsoft Office 365, Excel, Postman, RESTful APIs, SSO protocols and the ability to learn specialized software abilities.

Certificates and Licenses:

None

Management Responsibilities: Directly manages four employees. Carries out management responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving

problems.

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.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date