



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

Position Summary: The Member Relations Manager is responsible for developing, supporting, 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 demonstrate the following with proficiency; 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 such as orientations, sponsorship deliverables, and customer satisfaction.
- Develops and secures annual sponsorship and advertising packages for Affiliate members.
- Acts as a liaison to Brokers and Sales Managers by planning and coordinating trainings and office visits with independent judgement and providing feedback and recommendations to ABoR to ensure member needs are met.
- Manages fast paced environment and industry changes with ease and proactively disseminates information to members.
- Help promote and maintain a positive company image through all forms of communication delivery methods, including but not limited to live and virtual speaking engagements.
- 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 and Affiliate members.
- Handles all administrative duties associated with fulfilling and executing contracted agreements.
- Serve as a liaison to committees as assigned. Manage the activities of the committee within the committee charter and budgetary constraints.
- Build rapport and manage relationships with new and existing Brokers and 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.
- Attend member functions which may be held 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 must be able to 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: The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

Bachelor's Degree and or 3-5 years of 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.

The noise level in the work environment is usually moderate.

Physical Criteria: The physical criteria described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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