

Missouri Association of REALTORS®
Board Operations Manual
Job Descriptions

Job Descriptions Recommended By The National Association
Office Manager
Executive Officer/Association Executive
Executive Vice President

Job Description Sample 1 for Chief Executive Officer

Job Description Sample 2 for Executive Officer

Job Description Sample 3 for Executive Vice President (aka AE)

Job Descriptions Recommended by the National Association

OFFICE MANAGER Job Description (Minimum Criteria)

Responsibilities are to be fulfilled by one or a combination of the following:

- A) Paid staff person on-site
- B) Multi-Board/Association management field office manager (on-site or at State headquarters)
- C) On-site Board/Association office manager
- D) Shared executive officer/office manager
- E) State Association regional or roving staff
- F) Smaller Board/Associations contracting with other organizations with similar interest, such as the Home Builders Association, local Chamber of Commerce, to provide staff to administer program activities.

The manager performs the following with assistance as necessary and within the limits of the Board/Association charter and bylaws, and policies established by the Board/Association of Directors.

1. Ensures that meetings of the Board/Association of Directors, general membership business meetings, and elections are held as required by the governing documents. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
2. Ensures that the Board/Association maintains governing documents that comply with current NAR policies, including bylaws and, when applicable, MLS rules and regulations. Submits governing documents to NAR for review as required. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
3. Ensures that Board/Association maintains policies and procedures that conform to local, State and federal laws, including but not limited to: the IRS, risk reduction, employer/employee regulations, etc. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
4. Ensures that the necessary reports and documents are filed with the IRS, state and local governments, etc. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
5. Ensures that the Board/Association maintains accurate membership records and an established dues collection process for new and existing members, consistent with the policies of the State and National Associations of REALTORS®. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
6. Collects and submits dues and reporting forms in a timely manner. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
7. Ensures that the Board/Association maintains a functioning professional standards process to enforce the NAR Code of Ethics and provide for arbitration, in compliance with NAR policy and State law. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____
8. Processes ethics and arbitration cases including paperwork, meetings, hearings, etc. Staff responsible:
A) ____ B) ____ C) ____ D) ____ E) ____

9. Develops and maintains a process to effectively communicate with the membership. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
10. Assists in the coordination of Board/Association approved programs, services, projects, and activities. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
11. Assists in the operation of an MLS (if applicable). Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
12. Protects and promotes the proper use of the REALTOR® registered trademark. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
13. Maintains a procedure to inform new members of the privileges and obligations of membership. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
14. Coordinates educational offerings or develops a means of communication to identify the availability of such opportunities elsewhere. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
15. Manages the Board/Association finances, including preparing an annual budget and financial statements. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
16. Maintains a working relationship with the legal counsel designated by the Board/Association of Directors. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
17. Maintains Association headquarters and equipment, if applicable. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____
18. Keeps up to date with changes in National and State policy through publications and/or courses. Staff responsible:
A) _____ B) _____ C) _____ D) _____ E) _____

EXECUTIVE OFFICER/ASSOCIATION EXECUTIVE

Job Description (Minimum Criteria)

Responsibilities

1. Plans, coordinates and attends meetings of the Board/Association of Directors and the elected officials of the Board/Association, committees, and general membership/business meetings. Minutes of all officials meetings shall be maintained.
2. Maintains governing documents that comply with the policy of the National Association of REALTORS®. Governing documents shall be submitted to the National Association of REALTORS® for review as required.
3. Manages Board/Association finances including the timely filing of necessary reports and documents with the IRS and local, state and federal entities. Maintains proper accountability and reporting measures to the Board/Association leadership.
4. Maintains accurate membership records and an established dues collection process for new and existing members, consistent with the policies of the State and National Association of REALTORS®.
5. Maintains a professional standards process for arbitration and enforcement of the Code of Ethics of the National Association of REALTORS®.
6. Develops and maintains a process of ongoing communications with the membership, including correspondence.
7. Coordinates Board/Association approved programs, services, projects and activities.
8. Periodically assesses the needs of the membership to determine and ensure program, service, and project and activity accountability.
9. Handles the administrative duties of operating a Multiple Listing Service (if applicable).
10. Ensures compliance with Association liability issues (i.e., anti-trust, employer/employee claims, civil rights and risk reduction).
11. Protects and promotes the proper use of the REALTOR® registered trademark.
12. Maintains a procedure to inform new members of the privileges and obligations of membership.
13. Coordinates educational offerings or develops a means of communication to identify the availability of such opportunities elsewhere.
14. Maintains a working relationship with the legal counsel designated by the Board of Directors.
15. Oversees and manages support staff (if applicable).
16. Attends and participates in State and National meetings whenever possible.
17. Strives for continued professional development by taking advantage of educational opportunities offered through the Local, State or National Associations.

EXECUTIVE VICE PRESIDENT

Job Description

Responsibilities

1. Ensures that the Board of Directors, Executive Committee, and officers are fully informed of Board/Association conditions, and of all-important factors influencing them.
2. Attends all meetings of the Board of Directors and Executive Committee.
3. Plans, formulates, and recommends for the approval of the Board of Directors basic policies and programs that will further Board/Association objectives.
4. Executes all decisions of the Board of Directors except when directors specifically make other assignments.
5. Develops specific administrative policies, procedures, and programs to implement the general policies of the Board of Directors.
6. Establishes a sound organizational structure for the headquarters office.
7. Plans the general administration of the entire Board/Association operation. Though many responsibilities are delegated to other staff members, the executive vice president should be aware of the progress of all Association projects.
8. Represents the Board/Association in any and all local government matters affecting the real estate industry.
9. Directs and coordinates all approved staff programs, projects, and major activities.
10. Recruits, hires, orients, trains, and motivates Board/Association personnel, responsible for all reviews, promotions, and terminations.
11. Defines staff duties, establish performance standards, conduct performance reviews, and maintain competitive salary structure.
12. Provides the necessary liaison and staff support to committee chairs to enable committees to properly perform their functions; ensures that committee decisions and recommendations are submitted to the Board of Directors for approval.
13. Executes contracts and commitments as authorized by the Board of Directors or within established policies.
14. Promotes interest and active participation in Board/Association activities to membership and local/chapter groups, and reports Board/Association activities through the Board/Association communications media.
15. Maintains effective relationships with other organizations, both public and private, and ensures that the Board/Association's and membership's positions are enhanced in accordance with the policies and objectives of the organization.
16. Ensures that all funds, physical assets, and other Board/Association property are appropriately safeguarded and administered; operates within the approved budget.

17. Plans, coordinates, and conducts public relations programs to enhance public acceptance of the industry.
18. Serves as supervising editor of the official publications.
19. Conducts research and related projects on subjects deemed of importance to the membership and prepares and publishes the results.
20. Develops education programs to advance the professional, technical, and managerial skills of the membership, operating within the budget and program objectives that the Board of Directors approves.
21. Plans, organizes, and directs membership promotion and retention programs, and evaluates results and recommends policies, procedures, and actions to achieve membership goals.
22. Collects dues and fees and terminates delinquent memberships in accordance with Board/Association bylaws.
23. Plans and conducts the annual membership meeting.
24. Exercised control of budget and all arrangements to meet financial objectives.
25. Maintains official minutes of the Board of Directors and other official Board/Association meetings.
26. Provides security for all files, legal and historical documents, and membership and mailing lists.
27. Plans, promotes and administers all historical Board/Association meetings.
28. Plans and executes all communications to membership, including newsletters, general mailings, news releases, and so forth.
29. Acts as a direct liaison with the State and National Associations in matters that staff can handle.
30. Acts as Board/Association spokesperson when Board/Association officers are unavailable.
31. Serves on State and National committees if appointed, when such service benefits the Board/Association.
32. Carries out other general responsibilities as officers and Board/Association of Directors may specify.
33. Is an ex officio, nonvoting member of the Executive Committee or the Board of Directors, or both?

JOB DESCRIPTION Sample 1 CHIEF EXECUTIVE OFFICER

Basic Function:

The association executive officer serves as the chief staff executive, responsible to the board of directors for the effective conduct of the affairs of the association. The chief staff executive recommends and participates in formulating the association mission, goals and related policies. Within that framework, the chief staff executive plans, organizes, coordinates, controls, and directs association staff at programs and activities. The chief staff executive works closely with the association president and elected leaders to ensure that the association's goals are achieved. The chief staff executive also serves as staff liaison to all committees and provides liaison between committees and the board of directors.

Specific Responsibilities:

The chief staff executive performs the following with appropriate delegations and within the limits of the association charter and bylaws and policies established by the board of directors.

1. Plans general administration of the entire association operation; though many responsibilities are delegated to other staff members, the chief staff executive should be aware of the progress of all association projects.

2. Ensures that the board of directors and officers are fully informed of association conditions and of all important factors influencing them.

3. Attends all meetings of the board of directors.

4. Plans, formulates and recommends for the approval of the board of directors basic policies and programs that will further association objectives.

5. Executes all decisions of the board of directors except when directors specifically make other assignments.

6. Develops specific administrative policies, procedures and programs to implement the general policies of the board of directors.

7. Represents, along with the board president, the association in any and all local government matters affecting the real estate industry.

8. Establishes a sound organizational structure for the board office.

9. Directs and coordinates all approved staff programs, projects and major activities.

10. Recruits, hires, orients, trains and motivates association personnel; responsible for all reviews, promotions and terminations.

11. Defines staff duties, establishes performance standards, conducts performance reviews and maintains competitive salary structure.

12. Provides the necessary liaison and staff support to committee chairpersons to enable committees to properly perform their functions, ensures that committee decisions and recommendations are submitted to the board of directors for approval.

13. Executes contracts and commitments as authorized by the board of directors or within established policies.

14. Promotes interest and active participation in association activities to membership and local groups and reports association activities through the association communication media.

15. Coordinates with committee chairs regarding recruiting/ selecting committee members.

16. Produces/distributes effective internal and external communications, including press releases.

17. Maintains accurate member information through the NRDS (National REALTOR® Database System).

18. Develops new products and sources of non-dues revenue, member services and member benefits.

19. Handles all questions and complaints from the public.

20. Maintains effective relationships with other organizations, both public and private and ensures that association and membership positions are enhanced in accordance with the objectives and policies of the organization.

21. Ensures that all funds, physical assets and other association property are appropriate lately safeguarded and administered.

22. Develops and maintains publications that are responsive to member needs.

23. Conducts research and related projects on subjects deemed of importance to the membership and prepares reports on the results.

24. Develops education programs to advance the professional, technical and managerial skills of the membership, operating within the budget and program objectives that the board of directors approves.

25. Oversees and directs membership promotion and retention programs.
26. Collects dues and terminates delinquent memberships.
27. Conducts the annual meeting.
28. Exercises control of budget and all arrangements to meet financial objectives.
29. Ensures the legal integrity of the association. Provides current bylaws and MLS Rules and Regulations to NAR, MAR, and legal counsel on a yearly basis for NAR compliance.
30. Maintains official minutes of the board of directors and other official association meetings.
31. Plans and executes all communications to membership, including newsletters, general mailings, news releases and so forth.
32. Acts as direct liaison between the state association and the National Association in matters that staff can handle.
33. Acts as association spokesperson when association officers are unavailable.
34. Serves on state and national committees if appointed, providing a benefit to the association and the executive.
35. Carries out other general responsibilities as officers and directors may from time to time specify.
36. Is an ex-officio nonvoting member of the board of directors.
37. Strives for continued professional development by taking advantage of educational opportunities offered through the Local, State and National associations.

Internal Relationships:

Key staff executives and directors report to the chief staff executive. Has occasional contact with other association staff.

External Relationships:

Established positive working communications of mutual respect with the following:

- * Leadership of the local and state associations.
 - * Executive officers and elected secretaries of other associations.
 - * Association counsel
 - * City council member, their staff and appropriate government officials.
- * Association staff
- * Leadership of subordinate or allied groups and organizations

EXECUTIVE OFFICER Sample 2
Job Description

Responsibilities:

1. Plans, coordinates and attends meetings of the Board of Directors and the elected officials of the Board/Association, committees, and general membership/business meetings. Minutes of all officials meetings shall be maintained.
2. Maintains governing documents that comply with the policy of the National Association of REALTORS®. Governing documents shall be submitted to the National Association of REALTORS® for review as required.
3. Manages Board/Association finances including the timely filing of necessary reports and documents with the IRS and local, state, and federal entities. Maintains proper accountability and reporting measures to the Board/Association leadership.
4. Maintains accurate membership records and an established dues collection process for new and existing members, consistent with the policies of the State and National Association of REALTORS®.
5. Maintains a professional standards process for arbitration and enforcement of the Code of Ethics of the National Association of REALTORS®.
6. Develops and maintains a process of ongoing communications with the membership, including correspondence.
7. Coordinates Board/Association approved programs, services, projects, and activities.
8. Periodically assesses the needs of the membership to determine and ensure program, service, and project and activity accountability.
9. Handles the administrative duties of operating a Multiple Listing Service (if applicable).
10. Ensures compliance with Association liability issues (i.e., anti-trust, employer/employee claims, civil rights and risk reduction).
11. Protects and promotes the proper use of the REALTOR® registered trademark.
12. Maintains a procedure to inform new members of the privileges and obligations of membership.
13. Coordinates educational offerings or develops a means of communication to identify the availability of such opportunities elsewhere.
14. Maintains a working relationship with the legal counsel designated by the Board of Directors.
15. Oversees and manages support staff (if applicable).
16. Attends and participates in State and National meetings whenever possible.
17. Strives for continued professional development by taking advantage of educational opportunities offered through the Local, State or National Associations.

EXECUTIVE VICE PRESIDENT Sample 3

I. TITLE OF POSITION: Executive Vice President

II DEPARTMENT: Executive

III. REPORTS TO: Board of Directors

IV. BACKGROUND OF POSITION: The Executive Vice President (EVP) serves as Chief Executive Officer of the Association and is responsible to the Board of Directors. The EVP recommends and participates in formulating the Association's missions, goals, objectives, and related policies. Within that framework, the EVP plans, organizes, coordinates, controls, and directs Association staff, programs, and activities. The EVP works closely with the Association president and elected leaders to ensure that the association's goals are achieved. The EVP also serves as staff liaison to all committees and provides liaison between committees and the Board of Directors. The EVP also recruits, hires, motivates, terminates and ensures adequate supervision and review of staff.

V. ESSENTIAL FUNCTIONS: The Executive Vice President, within the limits of the bylaws and the policies established by the Board of Directors, with appropriate delegations, assumes the following responsibilities:

- Serves as Chief Executive Officer of Association
- Recommends and participates in formulation of Association's mission, goals, objectives and related policies
- Establishes and maintains an effective and efficient organizational structure, administrative operations and policies of the Association's office
- Responsible to the Board of Directors for the effectively conducting of the affairs of the Association
- Administers an effective personnel program that includes position descriptions, performance standards, performance evaluations, and a compensation system. Also recruits, hires, motivates, delegates, promotes, terminates, coordinates and supervises staff
- Develops and supervises an effective program of membership development and membership services within the limits and facilities of the staff
- Develops and maintains various departments and programs as approved by the Board of Directors from time to time, i.e., Education, Public Relations, Membership, Legislative, Commercial and Professional Standards
- In conjunction with the President, serves as spokesperson for the Association
- Conducts research necessary to the Association and informs the membership, elected officers and others as appropriate
- Manages the finances of the Association, including the preparation of an annual budget and long-range forecasts of needs
- Provides suggestions as to dues structures and fees for services when changes seem necessitated
- Ensures the legal integrity of the Association by consulting with legal counsel
- Maintains a competent knowledge of real estate related laws and regulations on local, state and national levels
- Plans, coordinates, and attends meetings of the Board of Directors as well as other committees
- Maintains agendas and minutes of official meetings and follows through on implementation of decisions and policies
- Serves as member of all committees and provides liaison between committees and the Board of Directors
- Monitors and assists committees of the Association and its elected officers to ensure that they are operating within their assigned responsibilities

