

**JOB DESCRIPTION - (CEO) CHIEF EXECUTIVE OFFICER
Columbia Board of REALTORS**

The Chief Executive Officer reports to the President of the Board and is accountable to the Board of Directors. The CEO must possess strong leadership, management, organizational, interpersonal, technical, planning, marketing and leadership skills and ability to successfully oversee and administer the MLS and technical support, Communications to Members and Public Relations, Member Services & Education, Legislative & Legal Advocacy, Professional Standards, and Administrative Personnel, Financial, Policy and Procedure functions of the Columbia Board of REALTORS.

GENERAL OVERVIEW OF JOB MANAGEMENT RESPONSIBILITIES

- Oversees all operations, programs and activities of the organization and staff within budgeted guidelines.
- Prepares recommendations for the budget and the finances of the organization.
- Hires, fires, and adjust salaries within the organization's employment guidelines and within the budget approved by the board of directors.
- Supports all committees, taskforces, workgroups, and the Board of Directors.
- Develops equitable multi-office member support in all functions of the board.
- Ensures all forms of communications; materials and updates with the membership are effective and completed in a timely manner.
- Ensures the legal integrity of the Board.
- Ensures the organization is represented by participating in community groups and events and makes recommendations for proactive legislative involvement.
- Attends, NAR, MAR conventions, A.E. conferences, or other meetings per the direction of the Board of Directors.
- Ensures an ongoing planning process of developing the mission and objectives of the organization to include both the broadest view of the organization and the specifics for accomplishing the goals and objectives.
- Establishes performance standards based on objectives and measures and reports actual performance, comparing the two, and takes corrective or preventive action as necessary.

KNOWLEDGE REQUIREMENTS AND RESPONSIBILITIES

1. MLS and Technical Support

- Oversees the operations of the MLS part of the organization to ensure that the MLS vendor provides a reliable system.
- Has complete understanding and familiarity of the MLS contract.
- Must have good technical knowledge of the MLS system and its operations.
- Monitors and makes recommendations regarding related MLS products to enhance the operability of the MLS system and its use by members.
- Recommends and oversees the establishment of appropriate rules and regulations for brokers, agents, and third parties vendors regarding use and protection of MLS data.
- Provides education, knowledge and support to the members and staff regarding the MLS.
- Anticipates potential threats and opportunities to MLS system and makes appropriate recommendations to the board of directors.

2. Communication to Members & Public Relations

Members

- Establish an effective system for communication with the members via mail, e-mail, written communications, etc.
- Responds to members questions and concerns in a timely manner and ensures personal contact by appropriate methods of communication.

Public

- Ensure that board staff is an active participant in the community by being involved in local groups, attending the events and affairs the community offers while representing the Association and REALTORS®.
- Establish a professional image of REALTORS and REALTOR board as strong, reliable, and professional.
- Ensure the board works with and provides the community, organizations, local government authorities, and the media with information they value so they will see the Board as the source of real estate information in the community.
- Ensures press releases/articles are published on a timely basis.

3. Member Services & Education

- Ensures the members of the board have local access to timely, relevant, and high quality education programs and services.
- Makes recommendations regarding ongoing, improved, new, and relevant member services including but not limited to MLS and Technical Support, Communications to members and Public Relations, Member Services & Education, Legislative & Legal Advocacy and Professional Standards.

4. Legislative, & Legal Advocacy

Legislative:

- Makes recommendations to the board regarding proactive local, state, and national legislative initiatives.
- Establish coalitions with other organizations in the community.
- Ensure liaison between local businesses and organizations with similar interests; actively involved in the community by participating in community groups, events, and affairs.

Legal

- Ensures that the legal forms used by members in real estate transactions are current and available.
- Works closely with legal counsel and or Missouri Association of REALTORS to ensure that forms used by the members are legally correct and protect the members and the public by their use.
- Makes recommendations to the board regarding potential revisions or development of legal forms for use by the members.

5. Professional Standards

- Ensures the guidelines and policy and procedures as established by the National Association of REALTORS are accurately adhered to regarding grievance and professional standards hearings, complaints, and meetings.
- Interacts professionally and appropriately with the public regarding complaints against members.
- Ensures that the board has effective educated and trained members to administer professional standard hearings and grievance complaints in a fair and accurate manner.
- Prepares for grievance and professional standards meetings and provides support and direct communication regarding grievance issues to the Grievance and Professional Standards committees.

- Ensure all members have adequate notice and opportunity and are in compliance with the professional standards education as required on a periodic basis by the National Association of REALTORS.

6. Administration

Personnel:

- Determines staffing requirements and defines and writes job descriptions.
- Conducts staff performance reviews.
- Provides salary increases within the approved salary range for each position.
- Hires and fires within budgetary guidelines.
- Ensures staff is qualified, cross-trained and supervised, and back up is available for their positions.
- Maintains an employee policy and procedure manual that is accurate, up-to-date, within legal guidelines and is approved by the board of directors.
- Has knowledge and can adequately perform all staff duties.
- Supervises various employee benefit programs as defined in the Columbia Board of Realtors Staff Manual.

Finance:

- Ensures all financial records are accurately and timely maintained, which include but are not limited to payment of obligations and collections of accounts receivable.
- Ensures the preparation of accurate and timely financial statements for the Board.
- Manages and administers the budget within the policies and directives of the Board.
- Coordinates activities with the accountant and auditor to facilitate the annual audit.
- In cooperation with the accountant, prepares schedules for the preparation of the annual budget.

Policy and Procedures:

- Maintains policies, procedures, rules, regulations and keeps records to ensure they are met to maintain the highest quality of member satisfaction.
- Makes recommendations to the board for revisions to policies, procedures, rules, and regulations to ensure they are accurate and up to date.
- Manages the board's programs, products, services and activities within the policies, procedures, rules, regulations, and guidelines established by the Board of Directors.
- Meets necessary deadlines, timelines and directives to ensure compliance with the Missouri Association of REALTORS and the National Association of REALTORS.

Columbia Board of Realtors Assets

- Maintains and protects the adequacy and viability of the board assets which include but are not limited to: land, buildings, equipment, and furnishings.
- Ensures adequate insurance coverage for all assets.

Leadership

- Provide support to committees and the Board of Directors in all areas.
- Act as liaison for the budget, finance, MLS, and grievance and professional standards committees.
- Provide liaison for other committee and task forces as directed by the Board of Directors.
- Has working knowledge of how local board of REALTORS®, the State Association of REALTORS®, the National Association of REALTORS®, and real estate agents and brokers operate.

- Attends the MAR and NAR meetings and A.E. conferences to represent the organization.
- Remain updated on all legislative issues, technology and industry news, and communicate this information to the Board of Directors and develop recommendations for response as necessary.
- Ensure the legal integrity of the Board.
- Attend and organize Board of Directors and all membership meetings.
- Ensure that agendas and materials are prepared in advance for meetings and members are well informed of meeting date, time, and location.
- Ensures that all programs, products, services and activities of the board or developed, administered and completed on a timely and accurate basis.