



MEMBERSHIP DIRECTOR

Reports to CEO

POSITION SUMMARY

We are seeking an energetic, experienced customer service-oriented person to onboard new members and provide superior customer care to existing and transferring members. The ideal candidate will be capable of managing and transferring information confidentially and accurately and very detailed oriented. Teamwork participation with other staff members is important for overall success. Position is on-site, Monday-Friday, 8:30am to 5pm.

ESSENTIAL FUNCTIONS

- Serves as primary point of contact for all membership and association service inquiries for REALTOR® and Affiliate memberships. Assists new members with applications, process details and dues requirements and communicates value proposition and benefits of membership.
- Receives and responds quickly to calls, voice/e-mails.
- Maintains accurate, CRM membership record data base, including initial input of member record, updating contact and other information, event registration, MLS participation billing data, FR / NAR membership, RPAC / dues, etc.
- Ensures timely and accurate preparation of FR / NAR membership and dues reports.
- Prepares REALTOR® and MLS dues billing. Ensures timely and accurate reporting of financial information; posts / maintains receipts and bank deposits; prepares / maintains billing system including invoicing, receipts and credit card payments; monitors / processes accounts receivable and initiates follow-up of overdue accounts; maintains petty cash.
- Arranges and schedules facility room rentals for member offices and serves as liaison to lessee(s).
- Provides regular updates to the Chief Executive Officer and, when necessary, acts as Administrative Assistant to the CEO.
- Serves as *Staff Liaison* to committees as needed, determined by the CEO.
- Prepares agendas, takes minutes, handles correspondence, maintains files, assists with research and implementation of programs and policies for related committees, task forces and project teams as assigned.
- Manages small REALTOR® store i.e. inventory, pricing, ordering products, etc.
- Shares coordination / preparation duties for Special Events
- Shares in Supra Services Administration with other staff as needed.

QUALIFICATIONS

- Excellent written and verbal communication skills
- Attentive, observant, patient and thoughtful
- In-depth knowledge of Microsoft Office applications (Word, Excel, Outlook, etc.)
- Ability to work in a team-oriented environment
- Work independently and problem-solve

- Positive, energetic, and productive
- Frequently requires performing multiple tasks simultaneously
- 3+ related years of experience preferred

PHYSICAL DEMANDS

- Must be able to lift and carry boxes up to 20 pounds
- Ability to stand, walk or sit for extended periods of time
- Position may require bending, leaning, kneeling, and walking
- Spend extended hours in front of a computer screen
- Spend extended hours on a keyboard with repeating motions by wrists, hands and/or fingers
- Must be able to speak and communicate with others to exchange information
- Visual and auditory ability to respond quickly to dangerous situations

This job description is intended to provide a description of the essential functions of the Membership Director. The essential functions described above are not inclusive and are subject to change in order to meet operational requirements, as determined by the CEO.

We offer a competitive salary and excellent comprehensive benefit package to include:

- **Health insurance**
- **Life insurance**
- **Paid holidays (11)**
- **Vacation / Personal / Sick**
- **SIMPLE (Savings Incentive Match Plan for Employees) IRA**
- **Holiday bonus**
- **Condensed Summer Hours (leave at 3 pm every Friday)**

To apply, please send cover letter, resume and salary requirement to:

JOBRIEN@MARTINCOUNTYREALTORS.ORG

MCRTC is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.