

NATIONAL ASSOCIATION OF REALTORS®

Human Resources Tool Kit

Recruiting: Job Descriptions

Sample: AE Job Description for the Administrative Model Organization

The association executive (AE) is responsible for basic administration of the REALTOR® association. The association is member-focused, and the AE should know the basic activities of its REALTOR® members and where to find information important to members' daily business. The AE will work closely with volunteers and elected leadership on the management of the organization, and the Board of Directors will have broad decision-making authority.

Governance of Association Structures and Organizational Operations

- Works with volunteers on the day-to-day administration of the organization.
- Provides administrative assistance to volunteers in the day-to-day operations of the organization.
- Administers basic functions of the association as determined by the Board of Directors. Implements and maintains policies and procedures that are in place for operations, financial management, budgeting and record-keeping as drafted and recommended by other organizations (national and state associations, ASAE, etc.).
- Assists with committee administration on an as-needed basis.
- Ensures that governing documents and policies are based on industry models to execute effective administration of the association.

Physical and Financial Resources

- Maintains an office location with basic office equipment (telephone, fax, computer with Internet access and e-mail capability).
- Ensures sufficient source of revenue is generated to administer the association at basic levels of service.
- Works with volunteer leadership to develop a detailed budget.
- Ensures that basic level of reserves is available to support association operations.

Staff Competencies

- Is competent in basic office management skills. Understands and supports efforts that impact legal and regulatory issues affecting the association. Understands political fundraising reporting requirements.
- Ensures staff compensation is locally competitive.
- Ensures that administrative-oriented professional development opportunities are funded by the association.
- Is responsible for basic administration of the association; some administrative services may be outsourced.

Member Services

- Maintains internal communications systems and delivery vehicles focused on current industry information.
- Provides support to volunteers in their new-member recruitment and retention programs and provides new-member orientation programs based on programs at the state and national REALTOR® associations.
- Provides basic skills in processing professional standards complaints according to established policies and procedures; may obtain some services through co-op enforcement agreement.
- Offers required education programs based on review of current needs.
- Is somewhat knowledgeable of business and marketing tool services and provides basic/limited access to such tools.
- Implements industry ideas and member services decisions made by volunteer leaders.
- Administers networking and social opportunities that are planned, organized and implemented predominantly through committee volunteers.

Internal and External Relations

- Administers day-to-day operations with clerical support and outside resources, if necessary; develops and maintains positive working relationships with association staff.
- Supports leadership as they identify and recruit future leaders; works with volunteers to forge strong relationships.
- Develops positive relationships with local, state and national associations; attends local, regional, and/or state meetings with volunteer leadership.
- Works with an accounting firm and an attorney to support association operations, as directed by the Board of Directors.
- Supports volunteer leadership as they foster effective relationships with local government leaders and legislators, service providers/vendors, media, etc.
- Is a helpful resource to leading brokers.
- Supports efforts to impact legal and regulatory issues.
- Provides administrative support for fundraising efforts and member mobilization efforts.
- Implements political awareness and fundraising plans developed by volunteer leadership.
- Supports state and national advocacy efforts and works with volunteers on issues advocacy at the association level.