



SPOKANE ASSOCIATION OF REALTORS®

JOB DESCRIPTION FOR THE CHIEF EXECUTIVE OFFICER (revised April 2022)

Job Description: Serves as the Chief Executive Officer, responsible to the Board of Directors for oversight of the day-to-day operations of the Spokane Association of REALTORS® (SAR) while facilitating the interaction between staff, membership, and the Board of Directors.

Specific Responsibilities: Within the limits of the charter and bylaws of the Association and policies established by the Board of Directors, the Executive Officer, with appropriate delegations:

A. Administrative Responsibilities

1. Establishes administrative policies and procedures for the Association.
2. Establishes the professional staff structure for the Association.
3. Attracts, recruits, and maintains a high-quality professional staff, ensuring a workplace conducive to member satisfaction and service, staff achievement, teamwork, high morale, accountability, and encourages volunteer and staff creativity and initiative.
4. Oversees the formulation and implementation of a staff succession plan.
5. In coordination with the Board of Directors, establishes the Association governance structure and aligned policies.
6. Manages the finances of the Association; works with the Finance Committee and staff controller in the preparation of an annual budget and long-range financial forecasts. Advises the Finance Committee of any significant budget variances.
7. Safeguards the Association's physical assets, including facilities, equipment, software, etc. Update these assets, as necessary, to ensure effective performance.
8. Ensures the legal integrity of the Association and compliance with its charter and all applicable state and federal laws.
9. Annually review the governing documents to ensure their enforcement and recommend updates to the Board of Directors, as needed.

B. Strategic and Business Planning

1. In conjunction with the Board, participates in the formulation and implementation of the Association's mission, vision, organizational values, goals, and annual business planning. Develops and implements strategies and tactics to attain those goals.
2. Within that framework, plans, organizes, coordinates, controls and directs the staff, programs, and activities of the Association.
3. Helps organize committees and ensures their work is aligned with the strategic and business plans.

C. Member Services

1. Facilitates a middle-ground between diverse members and their differing needs.
2. Develops and supervises an effective program of membership services and activities.
3. Develops and maintains a communications program that is responsive to members.

4. Develops and conducts an education program, in cooperation with the membership, to advance the professional/technical/managerial skills of the membership.
5. Ensures that the Association operates an effective Multiple Listing Service. The MLS will provide its Participants and Subscribers with a state-of-the-art system within the Association's financial abilities.
6. Is knowledgeable on and understands real estate industry trends and developments. Informs the membership, Board of Directors, and others as appropriate.
7. Plans and coordinates the annual business meeting; general and special membership meetings.
8. Monitors and assists committees and the elected officers.
9. Holds orientation meetings for new REALTORS® as deemed appropriate.
10. Maintains a highly visible position with the membership.

D. Interactions with President and Board of Directors

1. Work closely with the Board, communicating, advising, and making recommendations on policy issues impacting the Association and real estate industry.
2. Assists, serves and cooperates with the President, officers, and directors.
3. Works directly with the President to implement the programs of the Board of Directors and allocate specific programs to appropriate staff to ensure desired outcomes.
4. Serves as an ex-officio member of the Board of Directors providing advisory assistance, as well as administrative and technical support. Plans, organizes, and attends all meetings of the Board and is responsible for the preparation of reports.
5. Meets with the President to assist in the preparation of the agenda for the meetings of the Board of Directors and the annual membership meetings and any special meetings of the Board or membership.
6. Has a thorough knowledge of Roberts Rules of Orders and committee and meeting procedures.
7. Briefs the incoming Presidents before they assume office on the projects in process that would involve carry-over programs and which would require the attention of the newly elected President and his/her administration, including the work of their committees.
8. Oversees annual leadership development and the formulation and implementation of a volunteer succession plan.

E. Association Relations and Collaboration

1. Maintains a strong working relationship with other local Associations and the Washington REALTORS® (WR) and the National Association of REALTORS® (NAR).
2. Works closely with the Washington REALTORS® Chief Executive Officer and attends WR Directors' meetings and NAR Meetings, as deemed appropriate. Keeps informed of the projects of the WR and NAR and maintain a knowledge of the constitution and bylaws of each.
3. Be conversant with the NAR and WR information bulletins, decisions, requirements, and directives. Inform the appropriate officers, directors, or committee chairmen of such information as may be helpful to their activities.
4. Participates in activities and programs offered by WR and NAR, within the limits of SAR's budget.
5. Coordinates with WR Directors and committee members (from the SAR) to ensure productive WR meetings and provides a written report on activities and accomplishments to the Board of Directors and membership.
6. To coordinate with WR and/or NAR on legislative requests for Calls-to-Action.
7. Ensure that the Association meets the requirements of NAR's Core Standards.

F. Public and Media Relations

1. Maintains effective external public and media relations.
2. Serves as spokesperson for the Association in conjunction with the President.
3. Maintains an active interest in civic organizations and community betterment.
4. Serves as primary liaison to related industries/associations and professional groups.

Competencies: The CEO is a recognized and well-respected leader within the association and the community, who demonstrates the following core competencies:

- possesses recognized leadership skills
- strong staff management and development skills
- strong written, verbal communication, and public speaking skills
- well-developed fiscal, operations, and administration skills
- competency in organizational planning, including strategic and business planning
- the ability to work diplomatically with various constituencies and stakeholders
- technological savvy
- a solid understanding of the real estate industry and the ability to forge positive association relationships

Demonstrated leadership traits:

- displays integrity and high ethical behavior
- displays and encourages a commitment to customer service
- consistently seeks out educational opportunities to grow as a professional
- a team builder, consensus builder and encourages collaboration among all groups
- provides motivation, vision, and inspiration to achieve success in a member-focused organization
- understands and respects the political differences of members, and is committed to demonstrating neutrality outside of REALTOR® Party issues