

The Greater El Paso Association of REALTORS® has an opening for an MLS Director responsible for the full operation, supervision, evaluation, delivery and maintenance of all Multiple Listing Services (MLS) and supporting products for this 2,600 plus member professional trade organization.

IDENTIFICATION:

Job Title: MLS DIRECTOR Department: MLS  
Status: F/T

Reports to: Chief Executive  
Officer (CEO)

POSITION SUMMARY:

The MLS Director is responsible for the full operation, supervision, evaluation, delivery and maintenance of all Multiple Listing Services (MLS) and supporting products.

ESSENTIAL FUNCTIONS:

- Responsible for management of the daily activities and operations of the MLS division.
- Possesses full knowledge of the MLS Rules and Regulations, lock box rules and regulations, and policies and procedures.
- Oversight and administration of customer service and satisfaction for all MLS services and products delivered.
- Builds the organization and processes capable of delivering services including procurement.
- Manages and assists in preparation of annual MLS budget.
- Plans and ensures the successful implementation, maintenance and operation of a MLS system that meets the ongoing needs of its users.
- Supervises, maintains and evaluates contracts, products and partnership with MLS vendors.

- Ensures contract compliance.
- Identifies and successfully resolves MLS listing problems.
- Plans, oversees and assists with development of MLS programs, policies and procedures.
- Responsible for all MLS training for current members, new members and staff.
- Facilitates MLS Board.
- Presents products and services to the appropriate committee and/or staff for review.
- Works with vendors and providers of desired products throughout the negotiation and implementation process.
- Plans and directs the strategy to comply with regulatory requirements and relevant industry trends.
- Responsible for data quality assurance.
- Works closely with other internal and external groups on resolving product escalations.
- Directs MLS projects and communications.
- Oversees MLS technical product support.
- All other duties as assigned by Chief Staff Executive.

#### QUALIFICATIONS:

- Managerial experience or a self-starter.
- Proficient in technology, computer programs and maintenance of website and social media.
- At least three years of experience in the real-estate business, or a vast knowledge thereof.
- Highly effective at “multi-tasking”.
- Excellent written and verbal communication skills.
- Attention to detail and excellent organizational skills.
- Business acumen – aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.

- Exceptional customer service and support skills.
- A good team player.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Ability to walk, stand, and sit (including on the floor) for long periods of time.
- Must be able to lift and carry supplies weighing up to 20 pounds.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Position may require bending, leaning, kneeling, and walking.
- Ability to speak concisely and effectively communicate.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
- Ability to view/enter data for long periods of time.