



South Texas Multiple Listing Services, a wholly owned subsidiary of the Corpus Christi Association of REALTORS® is seeking an MLS and Technology Director to work directly with the CEO, and the South Texas MLS Board of Managers to serve in a key leadership role to deliver excellent customer service to 2200 REALTOR® members and subscribers of the service.

The MLS and Technology Director will have the opportunity to live in Corpus Christi, Texas, the emerging hub for a vibrant South Texas economy that includes the natural beauty of dazzling beaches, hotels, businesses, and residences along a waterfront that stretches for miles along the Texas coast. There is a wide spectrum of housing that ranges from moderately priced homes to multi-million-dollar mansions. There is an endless range of recreational activities for residents and tourism that includes swimming, sailing, fishing and recreational vehicles.

Along with natural beauty, recreation, and tourism, Corpus Christi has a strong industrial base that includes oil, banking, petrochemicals, and the largest volume harbor in Texas. The unique combination of beach, water, and recreation, along with a solid industrial base gives Corpus Christi a unique emerging position in Texas and the nation.

Because of Corpus Christi's emerging status as the hub of South Texas, a population of strong professionals is choosing Corpus Christi for their homes, offering increasing opportunity for real estate professionals. This is an excellent opportunity for a rising real estate MLS executive to serve a great city and in a growing economy.

#### Job Description:

The MLS Director is responsible for the full operation, supervision, evaluation, training, delivery and maintenance of all Multiple Listing Services (MLS) and supporting products. Data integrity is paramount. The MLS Director will understand and enforce MLS Rules and Policies to ensure data accuracy.

They will serve as staff liaison to the MLS Board, MLS Finance, and MLS Compliance Committee. Travel and attendance of evening meetings as needed with the expectation to work over 40 hours a week as the position demands.

#### Responsibilities:

- Responsible for management of the daily activities and operations of the MLS division.
- Possesses full knowledge of the Multiple Listing Service, Supra lock box rules and regulations, and MLS policies and procedures.
- Oversight and administration of customer service and satisfaction for all MLS services and products delivered.
- Manages and assists in preparation of annual MLS budget.
- Manages member and subscriber emails and MLS calls daily.
- Coordinates with CEO and bookkeeper to review South Texas MLS Finance reports to ensure all expenses and income are precise.
- Manages and reviews monthly invoicing from MLS vendors.
- Works directly with MLS Compliance Committee, to conduct appeals, present and review documents as needed.
- Plans and ensures the successful implementation, maintenance and operation of an MLS system that is mobile and user friendly and meets the ongoing needs of its users.
- Supervises, maintains, and evaluates contracts and products with MLS vendors (ensures contract compliance).

- Manages Internet Data Display (IDX)/RETS (Real Estate Transaction Standard) and VOW feed programming.
- Facilitates quarterly data feed reviews, to ensure all MLS policies are being enforced.
- Identifies and successfully resolves MLS listing problems.
- Keeps a working relationship with third party IDX website vendors to ensure member listings are displaying properly on internet.
- Plans, oversees and assists with development of MLS programs, policies and procedures.
- Responsible for all MLS training for Brokers, current members, new members.
- Responsible for training staff members to accomplish crossover training opportunities, while providing knowledge and tools needed.
- Facilitates and directs MLS Board and prepares reports to BOD as requested.
- Presents products and services to the appropriate committee, board members, and/or staff for review.
- Responsible for coordinating all MLS product demos for BOM and reporting recommendations to MLS board.
- Provides MLS technical and phone support and training for all MLS search products.
- Plans and directs the strategy to comply with regulatory requirements and relevant industry trends.
- Responsible for data quality by maintaining an efficient fine process, including enforcement of rules, and handling of fines and ensures the collection of fines in accordance with policy.
- Facilitates Fine Waiver Class and required MLS Orientation.
- Directs MLS education, CE, communications, including an evaluation process.
- Oversees MLS technical product support.
- Ensures MLS Rules and Regulations are current and up to date with Texas REALTORS® and NAR.
- Looks for ways to offer training via web and other progressive learning opportunities.
- Assists in the strategic planning, development, and execution of the MLS goals.
- Stays informed with NAR technology initiatives and recommend appropriate integrations with MLS activities.
- Assists Communications Director with webpage, graphic design, videography and social media upkeep.
- Responsible for communicating and providing required data requested from TALCB in requested time amount.
- Coordinates with CEO on any mergers and provides support to communicate and complete mergers smoothly and in compliance with NAR and Texas REALTORS®.
- Assist CEO in Strategic Planning and ensure next steps needed are completed to achieve goals.
- All other duties as assigned by Chief Staff Executive

**Education Requirements:**

Bachelor's degree and at least three years of experience in the real-estate business, or a vast knowledge thereof.

- Proficient in technology, computer programs, MLS systems, MLS terminology and standards, and NAR Standards
- Excellent written and verbal communication skills with attention to detail and excellent organizational skills
- Business acumen – aligns work with Strategic Plan. Conducts cost-benefit analyses. Demonstrates knowledge of market. Displays orientation to profitability. Understands business implications of decisions.
- Exceptional customer service, member communications, and support skills.
- A good team player.
- Public speaking and capable writing skills a must.

**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.
- Position may require bending, leaning, kneeling, and walking.
- 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.

Interested candidates please submit a resume, cover letter and salary requirements to [elke@ccarmail.com](mailto:elke@ccarmail.com).

Job Families: Executive: COO  
Management: Directors  
Support: All other employees