



Member Services Director

Collin County Area REALTORS® (CCAR) is an 11,000+ member not-for-profit organization based in Plano, Texas, with satellite locations in Frisco, McKinney, North Dallas, and Sachse. CCAR is currently seeking a Member Services Director. This fulltime position reports directly to CCAR's Chief Operating Officer, and in accordance with CCAR's policies and procedures, is responsible for executive leadership, vision and strategic planning, and all aspects of a smooth functioning Member Services program and department.

ESSENTIAL FUNCTIONS:

The Member Services Director oversees and leads all functions of the Member Services Department, including the work of the Department's staff members. This position directs all aspects of membership for the Association including onboarding of new members, retention of existing members, and the supervision of assigned staff.

- Implements membership strategies that support recruitment of new members and the retention of existing members.
- Creates a member-focused culture and models relationship-building skills in all interactions.
- Fosters a climate of innovation and resolves problems to ensure member satisfaction.
- Participates in the CCAR Strategic Planning and annual business plan creation and implementation.
- Participates in the planning of the annual budget; manages and implements the approved budget for membership and takes appropriate action to correct variances.
- Supervises the scheduling and coordination of Member Services Specialists at all office locations.
- Oversees the training of new and existing Member Services employees on current and new processes.
- Oversees the annual dues renewal billing processes in collaboration with the IT Director and Bookkeeper, including maintaining accuracy of the dues billing timeline.
- Ensures the accurate transmission of Member dues, fees, and reports to Texas REALTORS® and National Association of REALTORS®.

- Oversees the quarterly NTREIS/MLS billing processes in collaboration with the IT Director and Bookkeeper, including updates to the dues billing timeline.
- Oversees the timely and accurate new member application and sign-up processes performed by the Member Services team.
- Oversees all processes and communications regarding Limited Function Referral Office (LFRO) and Unreported Licensees (UL).
- Serves as the main point of contact for Supra, and ensures information regarding Supra products, services, and initiatives is shared with the Member Services team on a timely basis.
- Serves as the main point of contact for CCAR's credit report ordering process with National Tenant Network (NTN) management. Ensures the Member Services team follows all regulatory requirements when assisting members with their report orders.
- Analyzes and evaluates current Member Services processes, opportunities, and needs and develops plans accordingly.
- Ensures maintenance of a living document that contains step-by-step training materials on all Member Services processes.
- Ensures the accuracy of CCAR's member database and serves as a resource for questions.
- Answers member questions in person, by phone, and via email.
- Mentors and develops direct reports through tactical problem solving, defining clear performance objectives, and translating challenges into growth opportunities to ensure team engagement.
- Attends out-of-town and out-of-state conferences and meetings as needed.
- Reports to work at all CCAR office locations as needed.
- Participates in other duties as assigned to contribute to the overall success of the Association.

QUALIFICATIONS:

- A minimum of 3 years of experience serving in a REALTOR® Association position is required.
- A minimum of 2 years of supervisory experience is required, with a demonstrated track record of strong leadership.
- A strong knowledge of membership databases is required, with preference given to GrowthZone experience. Strong knowledge of Microsoft Office (Word, Excel, Outlook) is also required.
- Excellent verbal and written communications skills are required.

- Strong organization, follow-up, and time management skills are required.
- Must be comfortable supervising others and providing support, direction, and communicating expectations.
- Must have outstanding research skills, as well as dedication to providing accurate facts and details.
- Must be able to stay on task, meet deadlines, and tolerate interruptions.
- Must have a superior customer service mentality, a positive attitude, and the ability to resolve conflicts when needed.
- Must be friendly, with a “can-do” attitude and a willingness to help out in different areas of the Association when needed.
- Must be able to work well in a team environment, as a leader, and independently.
- Must be thorough, not afraid to ask questions, and have the ability to remember instructions and act on those instructions.
- Must be flexible and self-directed with the ability to make decisions and take independent action.
- Must be a team player who gets along well with various personalities.
- Must be available for out-of-town and out-of-state travel as budgeted.
- **It is our policy that employees of CCAR cannot hold an active real estate license (license may be placed in a limited referral office).**

WORK HOURS, COMPENSATION, LOCATION, AND BENEFITS:

- Work hours are Monday–Friday, 8:00 a.m.–5:00 p.m. On occasion, this position may require some early morning and evening hours. In addition, this position does include weekend and evening hours during times of out-of-town travel.
- This is a full-time salaried position.
- This position is based at CCAR’s headquarters located at 6821 Coit Road, Plano, TX 75024. However, you must be willing to report to work at all CCAR office locations as needed.
- Our full-time employees enjoy competitive wages and a comprehensive benefits package, including:
 - 100% company-paid health insurance
 - 100% company-paid Teladoc services
 - 100% company-paid life insurance (\$10,000)
 - 100% company-paid short term disability coverage
 - 100% company-paid Employee Assistance Program

- 401(k) employer match
- 3 weeks of paid time off during your first year of employment
- 13 paid holidays per year
- A paid day off during your birthday month
- Tuition and professional development reimbursement
- Two annual employee retreats and fun events throughout the year

APPLICATION INSTRUCTIONS:

To apply for the Member Services Director position, please send your cover letter, résumé, and salary requirements to Jonna Fernandez, Chief Operating Officer, at jonna@ccar.net by May 31, 2024.