Job Title: Membership & MLS Services Manager

Location: Midland, TX (in-office)

Reports to: Association Executive (AE)

Employment Type: Full-Time | Monday–Friday

To Apply: [Email Peter Mosca](#)

About the Role

The **Membership & MLS Services Manager** is the heartbeat of member experience at the Permian Basin Board of REALTORS® (PBBOR). This person is responsible for maintaining accurate member and office records, overseeing the new member onboarding process, managing dues and billing cycles, and providing top-notch MLS support. This role is ideal for someone who is detail-driven, systems-savvy, and genuinely enjoys helping real estate professionals succeed.

Key Responsibilities

Membership Administration

- Process **new REALTOR® and Affiliate member applications** (individuals and offices)

- Maintain member records in the **Association Management System (AMS)**

- Track license and NRDS ID status and update member rosters accordingly

- Prepare and send **dues renewal communications**, invoices, reminders, and follow-up notices

- Respond to all member inquiries related to dues, payments, and membership status

MLS Support & Data Integrity

- Set up new MLS user accounts, manage permissions, and troubleshoot login or listing access

- Support members with **basic training on MLS rules, input standards, and compliance policies**

- Work with AE and MLS committee to **maintain MLS records and documentation**

- Monitor data accuracy and help enforce MLS compliance with listings

Reporting & Compliance

- Assist AE with membership reports, MLS usage summaries, and billing reconciliations

- Maintain clean, accurate membership records in compliance with NAR/State REALTOR® standards

- Help track license Code of Ethics and Fair Housing status across all members

Member Support & Customer Service

- Serve as **first point of contact** for members via phone, email, and in-person

- Maintain a welcoming, helpful, and professional tone with all members and guests

- Assist with **office operations** (phones, mail, supplies, front desk) as needed

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What You Bring

- Experience in a REALTOR® association, MLS office, or real estate brokerage **preferred**

- Familiarity with **AMS and/or MLS software** (Navica, FlexMLS, Rapattoni, Matrix, etc.)

- Excellent organizational skills and attention to detail

- Ability to communicate with diplomacy, warmth, and professionalism

- Comfort working in small teams and wearing multiple hats

- Tech-literate: strong with email, databases, and basic Excel/Word skills

- Bonus: Knowledge of NAR's NRDS database, RESO standards, or REALTOR® Code of Ethics tracking

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🏆 Why Join PBBOR?

- Small, mission-driven team where your contributions matter every day

- Opportunity to shape systems and processes during a transformational phase

- A role where **customer care meets operational precision**