



**Position:** Operations Coordinator  
**Department:** Professional Development  
**Supervisor:** Associate Director  
**Classification:** Non-exempt

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Texas REALTORS® is a 150,000+ member statewide professional trade organization located in Austin, Texas with a culture of empowering employees in a team-oriented, supportive environment within steps of the Texas Capitol. Our members represent a diverse array of real estate practices, and we offer a suite of resources and tools to help them succeed. Professional Development serves Texas REALTORS® by partnering with the local associations and boards in the delivery of education and serves as their Texas Real Estate Commission (TREC) education provider for real estate continuing and qualifying education offerings as well as their Texas Appraiser Licensing & Certification Board (TALCB) provider for appraiser continuing education.

#### **BASIC FUNCTION**

The primary responsibility of the Operations Coordinator is to facilitate course administration with co-sponsoring entities for all classes through our provider(s). Additionally, the Operations Coordinator works directly with all Texas REALTORS® local association staff and course instructors to coordinate accurate and relevant educational experiences. The Operations Coordinator ensures data integrity for all course records and also works with Course Administration Auditors to enforce co-sponsoring compliance with all provider and Texas REALTORS® expectations.

#### **RESPONSIBILITIES**

##### Course Administration

- Process course records and instructor evaluations for courses offered through our provider(s), using high attention to detail and ensuring integrity of data.
- Work with the Course Administration Auditors to complete annual audit of all co-sponsoring entities for compliance with TREC/TALCB rules as well as Texas REALTORS® expectations.
- Maintain records for Texas REALTOR® faculty, including processing new instructor applicants.
- Manage templates of departmental tools and resources provided to associations, ensuring compliance with all third-party requirements.
- Ensure effectiveness of marketing efforts for upcoming classes
- Facilitate course administration responsibilities at Texas REALTORS® meetings where education is offered.
- Coordinate course logistics of the Texas REALTORS® broadcast calendar, including generating instructor contracts, creating broadcast class templates to be used by local associations when requesting a class, and creating and disseminating Zoom links for all classes.
- Coordinate course logistics for all brokerage subscription classes, including generating instructor contracts, adding all classes to CART, creating and supplying Zoom links to subscribing brokerages, proctoring the classes for CE compliance, and remitting all records to TREC for credit.

##### Association Business

- Establish rapport with local associations and promote education opportunities, products, and services through the Texas REALTORS® providers.

- Organize and maintain required documentation for co-sponsoring entities and certified instructors.
- Assist in training local associations and members on utilizing Texas REALTORS® applications and processes.
- Provide departmental support when team members are out of the office.
- Serve as main point of contact for general department email and phone inquiries.

Other duties as assigned.

**SKILLS AND POSITION REQUIREMENTS**

- Associate's degree or equivalent; or at least three (3) years' experience performing general office responsibilities/procedures-
- Strong ability to cooperate and collaborate with team members-
- High attention to detail and ability to multitask and problem-solve-
- Extensive knowledge of all Microsoft Office applications.
- Excellent oral and written communication skills
- Exceptional listening skills-
- Ability to maintain a positive, energetic, and professional image-