

P.C.A.R. JOB DESCRIPTION (April 2019)

POSITION TITLE: Professional Standards Administrator & Masters Club
Non-exempt, Full-time, 40 Hours/week (including benefits)

REPORTS TO: Chief Executive Officer and Chief Administrator

JOB SUMMARY:

Coordination of all aspects regarding the PCAR Professional Standards program including but not limited to Ombudsman Program, Mediation Services, Grievance and Arbitration Process.

Coordination of all administrative aspects of Masters Club.

QUALIFICATIONS SUMMARY:

1. Demonstrated ability to draft written correspondence, without supervision, that is concise and accurate.
2. Demonstrated ability to verbally express oneself concisely and accurately with tact.
3. Demonstrated ability to maintain poise and diplomacy in confrontational exchanges.
4. Demonstrated ability to use PCAR's current word processing software program with typing and format accuracy equaling 35 wpm.
5. Demonstrated ability to effectively manage time to complete all duties included in the job description and to inform management in a timely manner when problems could arise with a deadline.
6. California Driver's License and ability to drive to various work-related destinations as assigned by CEO or CA.
7. Ability to get to and from work to accommodate PCAR's office hours or work schedules as assigned by CEO or CA.
8. Ability to dress in a professional manner and present a hygienically clean and groomed appearance.
9. Demonstrated ability to present a positive and friendly image to the membership, public and staff at all times.
10. Demonstrated ability to always go above and beyond for our members and customers.
11. Signature of the Employee Handbook Acknowledgement form and Job Description at the start of employment and as amended from time-to-time by the CEO or the Board of Directors.

PHYSICAL
ENVIRONMENT:

1. Ability to work in a cramped, crowded office that requires constant rearranging of furniture and equipment due to additions and deletions of Association policies and services.
2. Demonstrated ability to see, type, read, hear and speak without any enhancements, accessories or equipment to be provided by P.C.A.R.
3. Demonstrated ability to lift items of a weight comparable to a box of photocopy paper.
4. Demonstrated ability to stoop, stand for long periods of time, climb stools, climb 6 ft.ladders, and bend over without assistance of another person or piece of equipment.

ESSENTIAL
FUNCTIONS:

Professional Standards

- Administrative channel through which the Grievance and Professional Standards Committees correspond and carry out their respective functions.
- Prepare agendas and record minutes for each committee meeting
- Receive phone calls, forward to ombudsman, distribute packages, and process complaints.
- Maintain time-line and phone log.
- Responsible for ensuring all forms are up-to-date with current/accurate information.
- Furnish and complete required forms.
- Receive and file all documents.
- Responsible for attaching Administrative Processing Checklists to every case filed with up to date notes as to the current status.
- Advises the committees of the appropriate procedures and coordinates all professional standards matters from receipt of the complaint to final determination.
- Intermediary between the complainant, respondent, Grievance Committee Chairperson, Professional Standards Committee Chairperson, hearing Panel Presiding Officer and the Directors.
- Responsible for all hearing arrangements and record keeping. Working with the Event Coordinator to schedule hearings.
- Following guidelines from the “Professional Standards Reference Manual” from the California Association of REALTORS®.
- Referring legal questions and concerns to the CAR Legal Department.

- Receive ongoing certification for Professional Standards Administrator Certification from CAR.
- Coordinating quarterly ethics question with Committee
- Responsible for staying up to date on any changes or additions to the Code of Ethics and or Professional Standards Procedures.
- Responsible for keeping the PCAR website up to date in regards to the Professional Standards process.
- Responsible for coordinating the yearly Professional Standards training for the Grievance Committee, Professional Standards Committee and the Board of Directors.
- Providing the Grievance Committee and the Professional Standards Committee with updated binders each year.

Masters Club

- Administrative channel through which the Masters Club carries out their respective functions including but not limited to:
 - Annual Masters Club Awards Program
 - Mixers throughout the year
 - Prepare agendas and record minutes for committee meetings
 - Promote each event using all available media and outlets ie marketing meetings, Facebook, website, flyer displays etc.
 - Develop or help assist in the creation of marketing materials.
 - Maintain records, receipts, etc. for each program offering.
 - Maintain organized filing system of materials and all pertinent planning information for each program.
 - Keep and maintain budget history vs. actuals regarding all Masters club events.
 - Responsible for keeping Masters Club Application up to date.
 - Responsible for keeping Masters Club information on the PCAR website up to date.
 - Responsible for receiving and processing Masters Club applications.
 - Responsible for maintaining a relationship with local media regarding Masters Club lists etc.

FLOOR RESPONSIBILITIES

All employees working on the floor must consistently work as a team. All employees are equally responsible for educating themselves on anything affecting PCAR membership. Responsibilities include but are not limited to:

1. Phones to be answered by the second ring in a pleasant manner, with the appropriate response: “Good morning/afternoon, Placer Association of REALTORS, this is (insert name), how may I help you.”

2. Be aware of members entering the facility and recognizing their presence as they reach the counter (and then either helping them or politely asking other staff to offer assistance.) All private conversations must cease while a member is in the vicinity of the front counter.
3. All members entering the facility should be greeted with a smile and a hello. Employee should always get up from her/his desk to help a member at the front counter.
4. Always present a positive and friendly image to the membership, public and staff at all times.
5. Adequate knowledge of every aspect of PCAR in order to assist members as efficiently as possible including but not limited to:
 - a. PCAR bylaws & policies
 - b. MetroList rules and regulations
6. Seek out knowledge and cross training on each position on the floor.
7. Assist one another on the floor in a pleasant manner.
8. Seek out projects when slow.
9. Organize time management to avoid “slow times and busy times.” When unavoidable employee must be able to acknowledge to CEO and CA when they are slow or too busy.

CHANGE IN JOB DESCRIPTION:

Employee acknowledges that additional duties may be assigned to the employee and that this job description is subject to change at any time.

JOB PERFORMANCE REVIEW:

On-going “reviews” of all staff performances will be conducted by the CEO and/or CA. At such times as determined appropriate by the CEO and/or CA, a formal written review may be conducted. Any written review would be based on employee’s performance of the essential functions, job summary and qualifications summary sections of this job description.

I understand that I am required to abide by all policies, procedures, rules and regulations of the Placer County Association of REALTORS® and that employment at PCAR is “at-will”. That means that both employees and PCAR have the right to terminate employment with or without advance notice, and with or without cause. No one, other than the Chief Executive Officer of PCAR has the authority to alter this agreement contrary to this policy, and any such agreement must be in writing and must be signed by the CEO of PCAR.