



POSITION TITLE: Professional Standards Administrator

BASIC FUNCTION: Performs role of the certified NAR Professional Standards Administrator. Responsible for the fair and impartial administration of all Professional Standards processes. Plans, manages, and reports on all aspects of the NAR Professional Standards program in accordance with the Code of Ethics and Arbitration Manual. Administers the Buyer/Seller Dispute Resolution System's mediation program and serves as an assistant to the CEO.

RESPONSIBLE TO: Chief Executive Officer

SPECIFIC RESPONSIBILITIES:

Professional Standards:

- Oversees all aspects of the Realtor® ethics, ombudsman, mediation, and arbitration processes in accordance with NAR and PMAR policies; coordinates and manages hearings and appeals.
- Serves as staff liaison to the Grievance and Professional Standards Committees of PMAR; coordinates committee meeting notices, agendas, and other information with committee chairs; attends committee meetings and prepares and distributes meeting minutes.
- Implements annual mandatory training for new committee members.
- Prepares monthly reports for the VP of Professional Development and ratifications for the Board of Directors.
- Promotes the Code of Ethics, PMAR Best Practices and the Ombudsman programs through all available communication vehicles.

Buyer/Seller Dispute Resolution System:

- Oversees all aspects of the mediation program in accordance with PMAR policies; notices to parties scheduling mediations and correspondence with attorneys and PMAR mediators.
- Prepares informational reports for the VP of Professional Development.
- Promotes the DRS program through all available communication vehicles.

Miscellaneous:

- Responsible for annual departmental budget creation, monthly oversight and conformance.
- Maintains organized files for active and archived cases
- Special projects and all other duties as required by the CEO.
- Identifies and coordinates educational opportunities for members.
- Respond and provide impartial guidance to members and the public via phone and email.
- Provides security for all program related files and documents, per archive policies.

QUALIFICATIONS:

- Three to five years of successful program management or administrative experience.
- Excellent verbal and written communications skills.
- Detail-oriented with the ability to multi-task, prioritize, and manage time effectively.
- Proficiency with Microsoft Office Suite.
- Ability to effectively present information and respond to questions from staff, volunteers, and the public.
- Ability to carry out self-directed work, meet deadlines, track timelines, remain organized.

- Ability to thrive in a small, team environment

COMPENSATION PACKAGE:

PMAR offers an excellent package of employee benefits including medical, dental, and vision insurance, FSA, life insurance, employer-sponsored short-term and long-term disability coverage, parking, and a 401(k)-retirement plan with an employer match, vacation, paid sick and holidays. PMAR is a dog friendly office with food carts nearby.

TO APPLY:

Send resume and cover letter to [mholen@pmar.org](mailto:mholen@pmar.org). Employees must be fully vaccinated for COVID-19 or qualify for an accommodation under the ADA for medical or religious reasons.