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| **Job title** | **Chief Operations Officer** |
| **Job Family** | Management |
| **Reports to:** | Chief Executive Officer |
| **Supervises:** | Foundation, Membership, MLS, RCASENC |
| **Classification:** | Full-Time, Exempt |

**Job Purpose**

The Chief Operations Officer is a key member of the senior leadership team, reporting and providing direct management support to the CEO, providing operational controls, administrative and reporting processes and implementing effective systems. This key staff member assures the successful implementation of strategic plan components and oversees the Membership and Multiple Listing Service (CFRMLS) Departments, the Wilmington REALTORS® Foundation (WRF) and the REALTORS® Commercial Alliance of Southeast NC (RCASENC).

**Duties and Responsibilities**

Strategic Leadership

* Demonstrate commitment to the mission and values of CFR.
* Works with the CEO in providing leadership and strategic direction in all areas of CFR; including Association, Foundation, CFRMLS, RCASENC and Sir Tyler Development, LLC., and Terraces on Sir Tyler Event productions.
* Provides executive leadership to the Association by ensuring alignment of administration and operations with CFR’s Strategic Plan, developing policies and standard operating procedures, and leading effective annual planning processes with the CEO.
* Implements CFR’s strategic plan by identifying goals, establishing objectives, setting timelines, identifying opportunities and by acting as a resource across the Association to increase the cohesion of the plan.
* Provides strategic planning leadership for departments assigned.

Management

* Directs activities for CFRMLS, Finance, Membership, WRF and RCASENC.
* Provides leadership, direction, and support through ongoing evaluation of CFR’s services to identify effective ways to provide administrative services and incorporating best practices into the operations of CFR.
* Maintains professional affiliations and enhances professional growth and development to keep current in the latest trends in the Associations service areas.
* Travels as necessary to local, regional, state, and national meetings and seminars to stay abreast of happenings and developments in matters relating to the effective administration of a REALTOR® Association.

**Supervisory Responsibilities**

* Oversees the workflow of the CFRMLS, Finance, Membership, WRF and RCASENC staff.
* Fosters positive morale and cohesiveness throughout the departments.
* Mentors and guides team to set individual and team goals and helps team members accomplish professional goals.

**Financial Responsibilities**

* Continuously reviews all factors affecting the cost of the CFRMLS and membership service areas. Takes action to keep cost in line with budget and financial objectives.
* Oversees the accounting for all five CFR entities; Association, CFRMLS, WRF and RCASENC, and Sir Tyler Development, LLC.
* Maintains a system of accountability and security for the Associations financial resources in the areas of responsibility.

**Required Skills**

* Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
* Strong supervisory and leadership skills.
* Strong critical thinking skills and ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problem.
* Attention to detail and extremely organized.
* Ability to identify complex problems and reviewing related information to develop options and implement solutions.
* Excellent written and verbal communication skills.
* Highly effective at “multi-tasking”.
* Ability to meet deadlines, as well as the ability to collect data, establish facts and draw valid conclusions, reason, and solve problems.
* High degree of integrity and ethical standards.
* Able to convey information effectively.

**Essential Soft Skills**

* Emotional Intelligence
* Adaptability
* Multi-tasking
* Integrity
* Strong work ethic
* Dependability

**Required Technology**

* Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook, and Teams
* Distance learning and meeting platforms
* MLS and supporting software suites, Magic, and lockbox platforms

**Education and Experience**

* 4 years of experience in a REALTOR® related association or business is preferred.
* 2-4 years of experience in a leadership position.
* Real estate experience is preferred, including REALTOR® Certified Executive credential.
* Bachelor’s degree is preferred.

**Physical Requirements**

* Prolonged periods of sitting at a desk and working on a computer.
* Position may require bending, leaning, kneeling, and walking.
* Ability to speak concisely and effectively communicate.
* Ability to view/enter data for long periods of time.