MLS Services Specialist

The MLS Services Specialist is a vital member of the team and is responsible for assuring superior customer service to all association members regarding the MLS. This position performs a wide variety of administrative support functions with minimum guidance, frequently in a confidential fashion. Successful candidate will be a front line service representative for association members, therefore will play a primary role in promoting a professional image and valued reputation.

* Is fully knowledgeable of the MLS Rules and Regulations, lock box rules and regulations and policies of the association
* Trouble shoots MLS problems and communicates with MLS vendor to ensure members needs are met
* Identifies and successfully resolves MLS listing problems
* Reviews complaints and corrections submitted to the association
* Provides MLS technical and phone support for all MLS search products.
* Identifies and successfully resolves MLS listing problems.
* Manages Internet Data Display (IDX)/RETS (Real Estate Transaction Standard) programming.
* Processes complaints related to IDX violations.
* Ensures MLS Director is informed of any problem with the system or membership.

Skills

* Excellent written and verbal communication skills
* Exceptional listening skills and patience
* Extensive knowledge of all Microsoft Office applications
* Ability to multi-task and successfully problem solve to naturally project a positive, energetic, and professional image
* Proficient in technology, computer programs and maintenance of website and social media
* At least one year of experience in the real estate business, or a vast knowledge thereof
* Highly effective at “multi-tasking”
* Attention to detail and extremely organized
* Business Acumen – Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.
* Exceptional customer service and support skills
* A good team player
* Knowledge of Corelogic Matrix
* Fluent in English and Spanish

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

* Ability to walk, stand, and sit (including on the floor) for long periods of time.
* Must be able to lift and carry supplies weighing up to 20 pounds.
* Ability to stand or sit while maintaining alertness for several hours at a time.
* Position may require bending, leaning, kneeling, and walking.
* Ability to speak concisely and effectively communicate.
* Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
* Ability to view/enter data for long periods of time.