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**POSITION TITLE: MLS Project Manager & Trainer**

**POSITION SUMMARY:** Assists with MLS Project Management and Member Training & Outreach. Responsible for assisting with operational issues, compliance, vendor contracts and providing support for the MLS system, while ensuring accuracy and usefulness for members.

**SKILLS REQUIRED:**

* Proficient in technology and computer programs
* Hight level of accuracy and detail when working on contracts and compliance
* Ability to multi-task and gracefully handle interruptions to workflow
* Service-oriented
* Clear and professional communication style and good interpersonal skills
* Flexible mindset and able to accommodate diverse learning styles
* Practical and intuitive about membership needs
* Confident and proactive, but attentive to direction
* Ability to understand market and competition; understands business implications of decisions

**SPECIFIC RESPONSIBILITIES:**

*Project Management*

* Works closely with MLS Director and other MLS Support Team Members to plan and successfully implement technical projects and enhancements to the Paragon MLS system and MAARdata.
* Provides keen oversight of the MLS and data needs of the Association and its members.
* With training, will have full knowledge of the MLS Rules and Regulations, lock box rules and regulations, and policies and procedures.
* Assists MLS Director with writing and revising MLS Rules and Regulations, lock box rules and regulations, and policies and procedures as needed.
* Builds and maintains positive relationships with MLS and MAARdata vendor support system.
* Troubleshoots MLS problems and communicates with MLS Director to ensure members’ needs are met.
* Ensures MLS Director is informed of any problem with the MLS or MAARdata and any membership issues/complaints regarding the systems.
* Audits MLS data against MLS Rules and Regulations.
* Identifies and successfully resolves MLS listing problems.
* Manages Internet Data Display (IDX)/RETS (Real Estate Transaction Standard) programming.
* Handles fines and ensures the collection of fines in accordance with policy.
* Ensures membership is informed with any changes to the MLS in coordination with the MLS Director and Communications Director.
* Assists MLS Director with the MLS Committee.
* Stays informed with NAR technology initiatives and recommends appropriate integrations with the MLS and MAARdata.

*Member Training & Outreach*

* Provides on-site and off-site classroom training as well as online training to Paragon MLS and MAARdata users.
* Generates a training video library for Paragon MLS and MAARdata users.
* Proactively seeks out and develops plans for new ways to enhance Paragon and MAARdata training and user experience.
* Seeks opportunities to communicate the benefits of MAAR’s property records software, MAARdata.
* Assists with MLS support calls.

REPORTS TO: MLS Director

NON-EXEMPT STATUS

(Updated July 2021)

Please email cover letter and resume to Katie Shotts at [katie.shotts@maar.org](mailto:katie.shotts@maar.org).