*SCOTTSDALE AREA ASSOCIATION OF REALTORS®*  
***MEMBERSHIP/MEMBER SERVICES CONCIERGE***

***JOB DESCRIPTION***

The goal of this position is to provide the best possible customer service and professional environment to all association members.

Enjoy the opportunity to be the first point of contact for our Designated REALTORS®, REALTORS®, Appraisers, and Affiliate members and to help them navigate the membership process.

This will include the explanation of national, state and local association structure and the fees that are required to join and expectations for future dues and fee payments, verifying membership of any previous association membership and reviewing the New Member Resource Guide with new applicants.

In this position you will assist new members in joining the Arizona Regional Multiple Listing Service, process their identification numbers, ensure that they are able to log in, input new users and offices, assign office ID codes for each office and verifying accuracy.

As concierge for all things membership, it will be the responsibility of this staff person to educate members on their benefits, promote educational opportunities, make sure they are able to access the statewide forms and have the necessary login information to manage their transactions.

Our concierge will also assist with explaining and processing the purchase of a Supra/Active key, and lock boxes.

Daily Functions:

Answer all member service calls with emphasis on professionalism.

Process applications, with emphasis on detail and accuracy of

information. Process company transfers, MLS transactions, (listing transfers, edits, listing inputs, reactivations etc.).

Monthly Functions:

Assist with organizing New Member Orientation class first Wednesday of each month. Record Code of Ethics classes as information is received for each member.

What is needed for this position are great communication and listening skills; general technology knowledge including Microsoft office tools, phone systems, and web-based communication apps (zoom). Customer management software capability a bonus.

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