**Job Description**

**TITLE: PROFESSIONAL STANDARDS ADMINISTRATOR**

**REPORTS TO: General Counsel/Assistant CEO**

**DESCRIPTION: The Professional Standards Administrator directs the administration of the professional standards enforcement program at the Association.**

**SPECIFIC RESPONSIBILITIES:**

1. Delegate and supervise assignments to the Professional Standards Coordinator.

2. Manage the Association’s ethics complaint process, arbitration of business disputes, mediation program, and ombudsman program.

3. Ensure due process is afforded to parties participating in hearings and arbitrations and that all policies and procedures are followed.

4. Coordinate, schedule, and calendar all ethics, arbitration, ethics appeal and procedural review hearings, mediation conferences and ombudsman requests, utilizing the case management system (ABACUS). Provide survey results on hearings held, as requested.

5. Assist in the drafting of hearing decisions and prepare decisions for final approval.

6. Recommend and assign Panel Chairs and Panel Members for hearings including appeals and procedural reviews. Recommend and assign Mediators.

7. Assist in planning and execution of annual Professional Standards training sessions.

8. Maintain complete and keep current files of all ethics and arbitration cases filed at the  
Association.

9. Maintain and provide case statistics on an ongoing basis.

10. Assist the General Counsel in preparation and financial management of the ethics enforcement budget.

11. Plan, coordinate and implement special projects and perform other duties as assigned.

12. Attend appropriate training sessions, as directed.

**Minimum Requirements (Knowledge, Skills, Abilities)**:  
• Strong computer literacy with emphasis on Microsoft Office products  
• Goal-oriented with sound organizational and analytical abilities  
• Strong communicator both orally and with the written word  
• Detail-oriented  
• Self-motivated and ability to take initiative  
• Excellent telephone disposition  
• Ability to manage large document volume projects

**Real estate and/or legal experience preferred**

Job Type: Full-time

Pay: Based upon experience