

REALTORS® Senior Vice President of Community and Industry Relations

JOB DESCRIPTION

SUMMARY: The Senior Vice President of Community and Industry Relations serves as the Association's relationship manager for external organizations with shared interests and objectives. The position focuses on issues impacting fair housing and real property policy. In addition, the SVP for Community and Industry Relations is the lead executive for the Association's diversity, equity, and inclusion (DEI) initiatives.

DUTIES AND RESPONSIBILITIES:

- To serve as the lead staff person in supporting the Association's efforts to advance diversity, equity, and inclusion (DEI) with respect to our Association 1) membership, 2) member programs and benefits, 3) events, 4) volunteer involvement in leadership and governance, and 5) housing policy initiatives.
- To staff the Diversity and Inclusion Presidential Advisory Group (PAG).
- To serve as the primary point of contact, representing and advancing the Association's objectives, to statewide industry and (non-licensing) government organizations that 1) influence residential and commercial property policy, 2) influence policies on access to safe and affordable housing, and 3) influence the business climate in our state as it impacts our members and their interests.
- To partner and collaborate internally with other Association staff groups and staff executives on initiatives that intersect with these duties and responsibilities.
- To build relationships with other partners, including multicultural organizations, state agencies, and related industry organizations.
- To collaborate with our partners at the National Association on these matters.
- To serve as a resource to local associations working to advance similar goals and objectives.

COMPETENCIES:

- **Analytical**--Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills**--Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills**--Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication**--Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication**--Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support**--Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Motivation**--Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality**--Demonstrates accuracy and thoroughness.
- **Quantity**--Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Attendance/Punctuality**--Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Frequently required to talk or hear
- Frequently utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry items less than 25 pounds

