

Cape Cod & Islands Association of REALTORS®
Chief Executive Officer

Job Description

Title: CEO

Reports To: CCIAOR Board of Directors

Related Committees: CCIAOR & MLS Board of Directors and all other committees, task forces and work groups as needed

Governance of Association Structures and Organizational Operations

- Serves as an ex-officio, nonvoting member of the Board of Directors and ensures that the Board of Directors is fully informed of the condition and operation of the CCIAOR and CCIMLS and of all important factors influencing them.
- Executes policies and procedures to implement organizational vision as directed by the Board.
- Develops and implements programs and events that are in line with the strategic vision of the organization.
- Is the decision making authority for all operational procedures. Ensures that the CCIAOR and CCIMLS are operated in accordance with published policies, Bylaws and MLS Rules and Regulations.
- Ensures that governing documents and policies are flexible enough to allow the organizations to creatively respond to changing market conditions.

Financial Resources

- Ensures strong financial position and revenue sources to operate the organizations at optimum and future levels with suitable funding available to act quickly on opportunities, threats, and new initiatives.
- Works with the Finance Committee to develop annual comprehensive budgets for each organization based on strategic outcomes and to provide overall financial viability and presents to the Board of Directors for approval.
- Works with the Financial Consultant and independent auditors to assure proper and timely preparation of financial reports and tax filings.

Staff Competencies

- Plays a proactive role in analyzing, addressing, and impacting legal and regulatory issues. Develops and manages a high level of political-action activities, including special fundraising efforts and candidate development.
- Ensures staff compensation is nationally competitive.
- Is responsible for seeing that all staff members are given the opportunity to become their very best through professional development and mentoring programs.
- Ensures that leadership-oriented professional development opportunities that enhance leadership skills and knowledge of industry issues and trends are funded by the organizations for all staff levels.
- Is responsible for all administration and management of the organizations with a focus on developing visionary skills; develops staff positions based on envisioned real estate industry needs; can act as a spokesperson with added focus on community and real estate industry issues.

Member/Customer Services

- Ensures that policies, programs and activities are properly communicated to the members through mailings, newsletters, online communication, meetings and events.
- Develops and maintains a sophisticated new-member recruitment and retention program with targeted orientation methods. Actively creates outreach to specific targeted real estate groups, potential allied industries, and culturally and ethnically diverse groups.
- Works with the Board of Directors, communications staff and the media to promote the CCIADOR and CCIMLS.
- Develops, offers, and promotes access to required and optional education programs based on analysis of current needs and future trends.
- Develops and offers innovative marketing and technology tools, and other services based on analysis of current and future trends.
- Identifies and implements new strategic initiatives based on member/customer needs and ongoing trends analysis.

Internal and External Relations

- Serves as a visionary leader of the organizations by delegating day-to-day operations to other staff and serving as liaison between staff and volunteer leadership. Develops and maintains an environment in which senior staff take initiative and are able to make management decisions.
- Works with leadership to recruit, develop and nurture volunteer leaders according to a comprehensive leadership development plan; maintains an organizational culture that builds strong partnerships between staff and volunteers.
- Actively participates in affecting positive and collaborative relationships with local, state and national associations and maintains a leadership role in state and national meetings.
- Works with a CPA firm and an attorney to support association operations and network with counterparts in other REALTOR® associations.
- Forges effective and synergistic relationships, along with volunteer leaders, with local government leaders and legislators; service providers, vendors, consultants, contractors; influential and market-share members/industry leaders, allied real estate groups who view the CEO and staff, and the organizations as resources and industry leaders; media and community groups; allied real estate organizations and culturally diverse groups, with an eye on building and leading political and business coalitions; other advocacy groups.
- Analyzes, addresses, and impacts legal and regulatory issues and proactively frames the regulatory environment.
- Ensures a high level of political-action and governmental affairs activities, including skills in special fundraising efforts, member mobilization efforts and candidate development.
- Maintains a politically aware organizational culture.
- Positions the association as a recognized leader in governmental advocacy in the local community and in partnership with the state and/or national associations.