

Cape Cod & Islands Association of REALTORS®  
**MLS DIRECTOR**

Job Description

Title: Multiple Listing Service Director

Reports To: CEO

Related Committees: MLS Committee, MLS Board of Directors and related task forces and work groups

**Primary Responsibilities:**

- Responsible for the administration of the MLS and supervision of MLS employees.
- Serve as staff liaison for MLS Committee and related task forces and work groups, which includes working with committee leadership to produce and distribute agenda and related information prior to meetings and maintaining accurate committee records.
- Oversee MLS Department help desk to ensure all members are treated with top quality customer service and ensure all problems or member questions are addressed promptly within 24 hours of receipt.
- Develop budget and review monthly financial statements for the MLS
- Maintain in-depth, current knowledge of all MLS bylaws, rules and regulations, and policies and procedures and answer appropriate questions from membership regarding interpretation in consultation with COO.
- Create and manage a training program on the MLS, associated products and services, and transaction member benefits.
- Investigate new MLS services and projects for consideration by the leadership team and work with other departments to enhance services
- Work with Marketing & Sales Director to market MLS services and training programs available to members
- Serve as departmental point of contact with all MLS vendors and serve as liaison with vendors on technical issues and modifications
- Manage statistical services, including coordination with outside vendors