

**North Texas Real Estate Resources, Inc.**  
**Job Description**

**Job Title:** Key and KeyBox Services Coordinator

**Division:** Dallas

**Department:** MLS Department

**Reports To:** MLS Director

**FLSA Status:** Non-Exempt

**Summary:** Responsible for providing Key and Keybox services to eligible members, including the processing and recording of new issues, replacements, and returns. Provides support to all MetroTex SUPRA sites by performing the following duties.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Issues and assigns Keys and Keyboxes to eligible members.\*
2. Trains members on use of Keys and Keyboxes.\*
3. Processes issues, exchanges, returns, and refunds and forwards paperwork to accounting/SUPRA.\*
4. Processes and tracks all orders from and returns to Supra.\*
5. Runs and submits system reports for members.\*
6. Troubleshoots Key or Keybox problems.\*
7. Processes locksmith invoices.\*
8. Monitors Keybox/Key inventory and places orders for new product.\*
9. Keeps accurate inventory of SUPRA product at all times.\*
10. Runs daily error logs for Rapattoni member and office files sent to SUPRA.\*
11. Coordinates and conducts Keybox/Key audits as needed.\*
12. Coordinates and conducts efforts in obtaining SUPRA product from members no longer using the service.\*
13. Fills SUPRA product orders for all MetroTex Service Center sites.\*
14. Assists MLS Director in keeping all MetroTex Service Center sites updated.\*
15. Checks departmental voicemail and email frequently and replies as needed.\*
16. Backs up to REALTOR Store.

17. Files, completes correspondences, assists in web page upkeep and other administrative duties as required, including backup support to other MLS staff.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Ability:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite and internet software.

**Education/Experience:**

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

**Certificates and Licenses:**

Valid driver's license

**Knowledge, Skills and Other Abilities:**

- Customer service skills
- Time management
- Ability to multi-task
- Oral and written communication skills
- Professionalism

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.