

North Texas Real Resources Job Description

Job Title: MLS Technical Coordinator/Instructor

Division: Dallas & Grapevine

Department: MLS

Reports To: MLS Director

FLSA Status: Non-Exempt

Summary: Responsible for providing support to MetroTex MLS subscribers/participants and association members for MLS related products, MLS Department classes and Key Service. Assists MLS Instructors in development and support of MLS classes and acts as instructor if assigned by performing the following duties.

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

1. Provides MLS technical support for all MLS search products.*
2. Processes membership changes in the MLS system when needed.*
3. Processes MLS/list data corrections or changes as required.*
4. Processes complaints related to Internet Data Display (IDX) violations.*
5. Processes membership or mail merges as needed.*
6. Writes custom internal reports as required.*
7. Proof-reads MLS training materials and documentation.*
8. Implements data integrity policies.*
9. Interacts with NTREIS and the MLS vendor in resolving member and system issues by tracking these issues.*
10. Files, completes correspondences, assists in web page upkeep and other administrative duties as required, including backup support to other MLS staff.*
11. Checks departmental voicemail and email frequently and replies as needed.*
12. Registers members for classes/training offered.*
13. Processes no-show fees for MLS/Zipform/technical courses as needed.*
14. Travels within north Texas when required.*
15. Writes help text documents for internal/external use.
16. Coordinates with Director of MLS to develop newsletter articles and blog entries.

17. Functions as the Instructor for assigned MLS/ZipForm/technical courses as needed.
18. Functions as a backup to Key Service Department and possibly REALTOR Store.
19. Performs other related duties as assigned.

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 interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of 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 instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several 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); or 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.