

**JOB TITLE:** Professional Development Coordinator

**EMPLOYER:** North Texas Real Estate Information Resources, Inc.

**DEPARTMENT:** Professional Development

**REPORTS TO:** Director of Professional Development

**SUMMARY:** This position is primarily responsible for the coordination and administration of Association provided educational programs, with a focus on mandatory continuing education programs and designation courses.

**DUTIES AND RESPONSIBILITIES:**

- Assists with maintaining the educational program course registration system by inputting and scheduling courses, processing payments, reconciling attendance for all courses, and preparing registration and attendance reports
- Communicates and disseminates TREC information to members as well as members of the public regarding course availability and pre-licensing or post licensing information via telephone or electronic delivery
- Provides customer care to course instructors by processing instructor contracts, making hotel arrangements, providing on site assistance including equipment and presentation setup, and processing instructor payments
- Prepares committee meeting packets and notifications
- Secures and maintains records for snack and beverage services for classes and other events
- Acts as a liaison with the Texas Real Estate Commission to ensure course approval and to prepare and submit administrative reports and other paperwork for approved courses
- Assists the Professional Development Director with research, development, and revision of course offerings and the preparation of administrative reports
- Coordinates affiliate sponsorship of breaks and lunches for education offerings
- Assists Event Manager with lunch orders for education offerings
- Markets education courses to encourage and/or improve interest in the program(s)
- Provides information about upcoming courses to Communications Department for eNews and eBlast
- Responsible for timely response to all departmental voicemail and email inquiries
- Maintains company established filing and record keeping systems
- Performs other related duties as assigned by management

### **SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

### **QUALIFICATIONS:**

- One year certificate from college or technical school, or three to six months related experience and/or training, or equivalent combination of education and experience
- Computer skills required: Word, Excel, PowerPoint, Outlook, Internet Software, Adobe Pro
- Other skills required:
  - Excellent customer service skills
  - Commitment to excellence and high standards
  - Strong organizational skills; able to manage priorities and workflow
  - Professional appearance and demeanor
  - Ability to perform diversified clerical functions and basic accounting procedures
  - Ability to effectively communicate with people at all levels and from various backgrounds
  - Must be able to speak, read, write, and understand the primary language(s) used in the workplace
  - Acute attention to detail
  - Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm

### **COMPETENCIES:**

- **Analytical** - Collects and researches data; Uses intuition and experience to complement data
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
- **Business Acumen** - Aligns work with strategic goals
- **Change Management** - Communicates changes effectively; Prepares and supports those affected by change
- **Cost Consciousness** - Works within approved budget
- **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

- **Design** - Demonstrates attention to detail
- **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
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand
- Occasionally required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to bend, stoop, kneel or crawl
- Continually required to talk or hear
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must occasionally lift and /or move more than 25 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*