

# Michigan Realtors® Position Description



MICHIGAN REALTORS®

<b>Job Title:</b>	<b>Member Resources Specialist Intern</b>		
<b>Department:</b>	Operations		
<b>Reports to:</b>	Senior Vice President/Chief Financial Officer		
<b>Approved by:</b>	Kathie Feldpausch		
<b>Salary Range:</b>	TBD	<b>FLSA Status:</b>	Non-Exempt
<b>Supervisory Responsibilities:</b>	No		

**Position Summary:** The **Member Resources Specialist Intern** supports the Operations Department and Senior Vice President/Chief Financial Officer with a variety of professional and administrative duties, serving both internal and external customers. This position will help to ensure appropriate focus is placed on planning and communication, which will result in an efficient work flow and will optimize the value of the Operations functions.

The Member Resources Specialist/Intern will create a variety of documents, copy and distribute documents, prepare expense reports, and assist with coverage at the front desk.

## Essential Functions:

### Safety & Security

Follows all safety and security policies and procedures and works in a responsible manner so as not to create a hazard to oneself or others; maintains confidentiality when dealing with customers' information.

### Quality

Maintains a quality mind-set at all times to ensure for the delivery of best-in-class services and resources, and unsurpassed member and customer satisfaction with a focus on maximizing member value.

### Customer-Focus

Provides a value added experience for our members and industry partners by bringing passion, dedication, and integrity to the job every day.

### Business Operations

- Provides overall administrative support to the Operations Department and SVP/CFO including communications; anticipates and identifies project and scheduling needs.
- Crafts a communication strategy for SVP/CFO via Facebook, Linked In and other appropriate social media channels, following social media policies and procedures.
- Serves as the SVP/CFO's workflow coordinator and public relations specialist. May screens calls and develop written material discerning the needed nature of the task at hand and contacting the appropriate employee(s) or department for resources or input.
- Continuously adds value by providing objective and innovative support services; manages resources responsibly, efficiently and with accountability.
- Assists with phone and front desk coverage to ensure those who contact association receive a high level of customer service.



- Processes RPAC cash receipts and assists the Finance & Accounting department with routine and special projects.
- Organizes drafts, develops, and reviews a variety of materials including letters, committee reports, memorandums, reimbursement reports, agendas, minutes, and other departmental correspondence, as requested.
- Assists in CE Marketplace through answering calls, creating accounts and updating member information.
- Collects submitted monthly timesheets, logs in year-to-date hours, and files physical copies.
- Assists with the Michigan Realtors® Scholarship Trust's website, university, and local association timeline, as well as organization of applications and materials.
- Assists in maintenance of a neat and orderly filing system and maintains confidentiality of all documents; makes copies and distributes documentation, as directed.
- Maintains a safe and clean work area by complying with office standards.

#### **Non-Essential Functions:**

- Assists with proofreading for all association publications.
- Assists with written promotions and advertisements for member programs and events marketing.
- May be temporarily rotated to other positions within and outside of home department in order to meet organizational needs.
- Coordinate staff meetings, training sessions, etc. by identifying trends in professional development and setting up and holding events.
- Performs other related duties, as assigned.

#### **Job Specifications:**

##### Education & Experience

- Associate's degree or completion of 2-years of college or business education with 1-year of administrative experience OR (intern)
- Enrollment at an accredited college or university.

##### Knowledge, Skills & Abilities

- Excellent attention to detail in all aspects of assigned work.
- Ability to maintain the highest level of confidentiality in daily contact with sensitive business intelligence.
- Strong organizational skills, including effective archival abilities.
- Demonstrated ability to exhibit a positive personal image when dealing with the public and internal and external customers, and the community.
- Ability to communicate effectively in written and verbal forms; excellent telephone etiquette skills.
- Positive, collaborative, and effective interpersonal skills; strong customer service orientation.
- Strong initiative and problem solving skills; willingness to assist others.
- Some local travel may be required to support business events and conferences.

#### **Physical Requirements:**

- Frequently required to use hands and fingers to handle, feel or operate equipment, and reach with hands and arms.
- Frequently required to talk and hear; frequently required to stand and walk.
- Occasionally required to climb, balance, stoop, kneel, crouch, bend, twist, and crawl.



- Occasionally required to lift, push, pull and/or move up to 25 pounds.
- Specific vision abilities required include: close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**I have read the above position description and will comply with the requirements of my position with Michigan Realtors® to the best of my abilities.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**